



# ANNUAL

REPORT

**2023-24**





सत्यमेव जयते

UNIQUE IDENTIFICATION  
AUTHORITY OF INDIA  
(UIDAI)

Annual Report  
2023 - 24

Unique Identification Authority of India  
Bangla Sahib Road, Gole Market  
New Delhi – 110001



## MESSAGE - CHAIRPERSON UNIQUE IDENTIFICATION AUTHORITY OF INDIA



It is my privilege to present the Annual Report of UIDAI for 2023 -24. UIDAI had another good year, as we continued to strengthen the foundation of digital India with our robust and secure digital ID system. Aadhaar is the most used digital identity in the country, facilitating seamless access to a plethora of services and benefits.

Almost 8 crore Aadhaar authentications now occur daily. Rapid growth in e-KYC and face authentication transactions shows we are steadily improving ease-of-living. It is also a testament to the trust that residents and institutions place in our system.

In addition to growth, UIDAI must keep up with rapid changes in the technology ecosystem, which keeps evolving and continuously throws new challenges. The leadership team at UIDAI is committed to continuous learning and adaptation to meet these challenges head-on, enhancing our systems, policies, and procedures to ensure that Aadhaar remains a reliable and trusted resource for all Indians. During the year we achieved several milestones in transitioning to a more advanced server infrastructure that has made us more efficient and will help us scale faster.

As we look to the future, far from resting on our laurels, we are steadily increasing the number of use-cases where Aadhaar can provide secure and hassle-free

authentication services. We are also working on solutions that reduce offline paper-based usage and are thus more secure, while safeguarding the privacy of residents.

We have embarked on several new initiatives, including best practices in technology development and a revamp of the mAadhaar mobile app to further improve ease-of-living and improve security. We are also judiciously expanding our team to efficiently handle the growing needs of the organization. These additions and process changes will ensure that UIDAI continues to operate at the forefront of innovation and efficiency.

Looking ahead, UIDAI is poised to play a pivotal role in furthering India's leadership in digital public infrastructure, including in shaping new global standards on identity.

Through our efforts we seek to enable millions more to participate in the digital economy, bridging the gap between urban and rural communities.

I would like to extend my heartfelt gratitude to the UIDAI family, including employees, partners, support staff and vendors for their dedication and hard work. Together, we are delivering services that lay the groundwork for a brighter, more connected future

**Neelkanth Mishra**  
**Chairperson UIDAI**

## ADOPTION AND AUTHENTICATION OF THE ANNUAL REPORT OF THE UNIQUE IDENTIFICATION AUTHORITY OF INDIA FOR THE YEAR 2023-24

The Annual Report of the Unique Identification Authority of India ('Authority') for the year 2023-24, along with its Schedules and Annexures and the Notes appended thereto, has been adopted by the Authority, pursuant to the provisions of rule 4 of the Unique Identification Authority of India (Returns and Annual Report) Rules, 2018.

2. This Annual Report contains the information required to be forwarded to the Government of India under the provisions of section 27 of the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 (18 of 2016) and includes an overview of the Authority, the activities carried out by it for performing the functions entrusted to it by the said Act and the audited Annual Statement of Accounts of the Authority for the financial year 2023-24.

3. The resolution passed by the Authority is as follows:

F. no. HQ-14/1/2024-COORD-HQ.—The members of the Authority, having considered in circulation the Agenda Note of even number, dated 10.12.2024, hereby resolve and approve the Annual Report of the Unique Identification Authority of India for the financial year 2023-24.

**Neelkanth  
Mishra**

Digitally signed by  
Neelkanth Mishra  
Date: 2024.12.11 11:25:27  
+05'30'  
(Neelkanth Mishra)  
Chairperson

**Amit  
Agrawal**

Digitally signed by Amit Agrawal  
DN: cn=Amit Agrawal, o=Ministry of Information and Public Relations, ou=Ministry of Information and Public Relations, email=amita@nic.gov.in, c=IN  
Date: 2024.12.11 15:42:48 +05'30'  
(Amit Agrawal)  
Chief Executive Officer

**Mausam**

Digitally signed by Mausam  
DN: cn=Mausam, o=IIT Delhi, ou,  
email=mausam@cs.washington.edu,  
c=IN  
Date: 2024.12.17 11:53:10 +05'30'  
(Mausam)  
Member

**Nilesh  
Shah**

Digitally signed by Nilesh Shah  
DN: cn=Nilesh Shah, o=Kotak  
Mahindra Asset Management  
Company Ltd., ou=Corporate,  
email=nileshshah@kotak.com,  
c=IN  
Date: 2024.12.11 15:42:48 +05'30'  
(Nilesh Shah)  
Member

## COMPOSITION OF UIDAI



**Sh. Neelkanth Mishra,**  
Chairperson (Part-time), UIDAI

Neelkanth Mishra. is Chief Economist, Axis Bank. He is also the Head of Global Research and a Whole Time Director of Axis Capital. He has been consistently rated the best analyst in India in investor polls over the years. A highly respected expert and media columnist on global and Indian macroeconomic trends, he joined Axis in May 2023 after a long and distinguished two-decade career at Credit Suisse, where he was Co-Head of Asia Pacific Strategy and the India Strategist. He joined UIDAI in October 2023 and is currently serving as part-time Chairperson, UIDAI. He is also a part-time member of the Indian Prime Minister's Economic Advisory Council and has advised government bodies like the India Semiconductor Mission and the 15th Finance Commission. He is a member of the CII's Economic Affairs Council, and a frequent presenter to corporate boards. He has also worked at HUL and Infosys. He is a gold-medalist and Distinguished Alumnus Awardee from IIT-Kanpur, and was ranked fourth in the entrance exam to the IITs.

## COMPOSITION OF UIDAI



**Prof. Mausam,**  
Member (Part-time), UIDAI

Prof. Mausam is Professor of Computer Science Department at IIT Delhi, and an affiliate faculty member at University of Washington, Seattle. He is the founding head of Yardi School of Artificial Intelligence, IIT Delhi. His research explores several threads in artificial intelligence, including scaling probabilistic planning algorithms, large-scale information extraction over the Web, and enabling complex computation over crowd sourced platforms. He joined UIDAI in October 2023 and is currently serving as UIDAI Part-time member.

## COMPOSITION OF UIDAI



**Sh. Nilesh Shah,**  
Member (Part-time) UIDAI

Nilesh Shah is Managing Director of Kotak Mahindra Asset Management Company Limited. He is part time member of Economic Advisory Council to the Prime Minister (EAC-PM). He has worked in Leadership positions with Axis Bank Group, ICICI Bank Group and Franklin Templeton Mutual Fund covering Investment Banking and Investment Management across Debt, Equity and Real Estate for Local and Global Investors over more than three decades. He is a Gold Medalist Chartered Accountant and a Merit ranked Cost Accountant. He joined UIDAI in October 2023 and is currently serving as UIDAI Part-time member.

## COMPOSITION OF UIDAI



**Sh. Amit Agrawal**  
Chief Executive Officer, UIDAI

Amit Agrawal joined Unique Identification Authority of India in June 2023 and is currently serving as Chief Executive Officer (CEO) of the Unique Identification Authority of India. As a member of the Indian Administrative Service, he has served in top positions in the Government of India and the State Governments of Chhattisgarh and Madhya Pradesh, broadly in the areas of technology, finance, innovations and technical education.

His earlier assignments include Additional Secretary to the Government of India in the Ministry of Electronics and Information Technology, Additional Secretary and Joint Secretary in the Ministry of Finance, Secretary in charge of the State Departments of Commercial Tax and Technical Education in the Government of Chhattisgarh, head of various State Government agencies, and head of district administration and local government institutions.

He is an alumnus of Indian Institute of Technology Kanpur and has served on the Boards of a number of technology companies, banking institutions, insurance companies and public sector enterprises.





# TABLE OF CONTENTS

<b>1. AN OVERVIEW</b> .....	<b>1-8</b>
1.1 The Year 2023-24.....	1
1.2 The Most Trusted ID.....	1
1.3 Creation of UIDAI .....	2
1.4 Journey of Aadhaar .....	4
1.5 Objectives of UIDAI .....	6
1.6 Functions Assigned to UIDAI .....	6
<b>2. ORGANIZATION STRUTURE</b> .....	<b>9-14</b>
2.1 Composition of Authority .....	10
2.2 Composition of Head Office.....	10
2.3 Composition of Regional Offices .....	12
<b>3. FUNCTIONING OF UIDAI</b> .....	<b>15-42</b>
3.1 Overview .....	15
3.2 Enrolment and Update Ecosystem .....	17
3.3 Enrolment Partners .....	18
3.4 Enrolment Process.....	18
3.5 Aadhaar Enrolment Progress.....	20
3.6 Aadhaar Data Update .....	20
3.7 Aadhaar Seva Kendra .....	24
3.8 Online Appointment for Aadhaar Services.....	26
3.9 Authentication Ecosystem .....	26
3.10 Authentication Partners .....	27
3.11 Aadhaar Authentication Services.....	27
3.12 Major Developments in Authentication Ecosystem .....	33
3.13 Logistics & CI Division Ecosystem .....	36
3.14 Aadhaar Letter Printing and Delivery.....	36
3.15 E-Aadhaar.....	37
3.16 Order Aadhaar PVC card Service .....	37
3.17 Training, Testing and Certification Ecosystem.....	38
3.18 Customer Relationship Management.....	39
3.19 Aadhaar Support Services – Aadhaar Sampark Kendra.....	40
3.20 Chatbot Services .....	42
<b>4. DATA SECURITY AND PRIVACY</b> .....	<b>43-48</b>
4.1 Data Security and Privacy Safeguards .....	43
4.2 Privacy and Security by Design.....	43
4.3 Aadhaar Enrolment through a Secure Process.....	44
4.4 Aadhaar Authentication through a Secure Process .....	45
4.5 Minimal Data with No Linkage.....	45
4.6 No Pooling of Data.....	45
4.7 Optimal Ignorance .....	45
4.8 No Location Awareness.....	46





4.9	Federated Data Model and One-Way Linkage.....	46
4.10	Security of Aadhaar Data.....	46
4.11	UIDAI certified as ISO 27001:2013.....	47
4.12	UIDAI compliance to ISO/IEC 29100 : 2011 & ISO/ IEC 27701 : 2019.....	47
4.13	Declaration of CIDR Infrastructure as “Protected System”.....	47
4.14	Governance Risk Compliance and Performance Service Provider (GRCP-SP).....	48
4.15	Information Security Assessment of External Ecosystem Partners.....	48
4.16	Fraud Management System at UIDAI.....	48
<b>5.</b>	<b>AADHAAR- USAGE IN GOOD GOVERNANCE .....</b>	<b>49-54</b>
5.1	Aadhaar – A Tool for Governance Reform .....	49
5.2	Aadhaar in Direct Benefit Transfer (DBT).....	52
5.3	Use of Aadhaar under Section 7 of the Aadhaar Act 2016 for the DBT schemes .....	53
5.4	Use of Aadhaar under Section 4 of the Aadhaar Act 2016 (amended) for purposes prescribed in the interest of State.....	54
<b>6.</b>	<b>ORGANIZATIONAL MATTERS OF UIDAI.....</b>	<b>55-60</b>
6.1	Prevention of Sexual Harassment at Work Place Policy (POSH Policy).....	55
6.2	Implementation of Official Language Policy in UIDAI .....	55
6.3	Citizens’ Charter .....	56
6.4	Knowledge Management System.....	56
6.5	Nodal RTI Cell .....	57
6.6	UIDAI’s Website .....	57
6.7	Unified Mobile App.....	60
<b>7.</b>	<b>MAJOR HIGHLIGHTS AND INITIATIVES OF 2023-24.....</b>	<b>61-80</b>
7.1	Domestic and Global Outreach.....	61
7.2	Strengthening of Aadhaar Ecosystem.....	64
7.3	Projects and Initiatives by UIDAI Technology Centre .....	64
7.4	Highlights in Authentication Ecosystem for 2023-24.....	70
7.5	CRM division highlights in 2023-24 .....	71
7.6	Major Highlights of Human Resource Division.....	71
7.7	Major Highlights of Administration Division .....	73
<b>8.</b>	<b>FUTURE PLANS.....</b>	<b>81-84</b>
8.1	Technology Development.....	81
8.2	Technology Operations .....	82
8.3	Human Resource Division.....	83
8.4	Administration Division.....	84
<b>9.</b>	<b>FINANCIAL PERFORMANCE .....</b>	<b>85-88</b>
9.1	UIDAI Fund.....	85
9.2	Budget & Expenditure.....	85
9.3	Receipts From Services.....	88
<b>10.</b>	<b>AUDITED ACCOUNTS OF UIDAI FOR THE YEAR 2023-24 .....</b>	<b>89-142</b>
<b>11.</b>	<b>ANNEXURES .....</b>	<b>143-158</b>
11.1	Annexure I: The Aadhaar Act, 2016.....	143



11.2	Annexure II: Aadhaar Regulations .....	145
11.3	Annexure III: List of Acceptable Supporting Documents for Verification .....	148
11.4	Annexure IV: Aadhaar Saturation Report as on 31 March 2024 .....	158

## 12. ABBREVIATIONS.....159-167

### LIST OF TABLES

Table 1	– Present Composition .....	10
Table 2	– Composition of Regional Offices of UIDAI .....	12
Table 3	– State Level Offices & their jurisdiction .....	13
Table 4	– Month-wise Aadhaar Generation (2023-24) .....	22
Table 5	– Year-wise and Cumulative Yes/ No Authentication Transactions .....	30
Table 6	– Month-wise Yes/No Authentication Transactions (2023-24).....	30
Table 7	– Year-wise and Cumulative e-KYC Transactions.....	32
Table 8	– Month-wise e-KYC Transactions (2023-24) .....	32
Table 9	– Year-wise and Cumulative Face Authentication Transactions.....	34
Table 10	– Details of Training Imparted (01.04.2023-31.03.2024).....	39
Table 11	– Prevention of Sexual Harassment of Women at Workplace (2023-24).....	55
Table 12	– Details of Expenditure booked against Budget Estimates/Revised Estimates (2015-16 to 2023-24) .....	86
Table 13	– Summary of Budget and Expenditure for Financial Year 2023-24.....	86
Table 14	– Details of Receipts from Services for FY 2023-24 .....	88
Table 15	– List of Regulations .....	145

### LIST OF FIGURES

Figure 1	– Organization Structure .....	9
Figure 2	– Organogram of UIDAI Head Office.....	11
Figure 3	– Organogram of UIDAI Regional Offices.....	14
Figure 4	– Aadhaar saturation status across States/UTs (as on 31 March 2024).....	17
Figure 5	– Charges payable by an individual for various Aadhaar services (as on 31 March 2024) .....	25

### LIST OF GRAPHS

Graph 1	– Year-wise Aadhaar Generation (September 2010 to March 2024).....	21
Graph 2	– Cumulative Aadhaar Generation (September 2010 to March 2024).....	21
Graph 3	– Year-wise Aadhaar Updates .....	25
Graph 4	– Year-wise Yes/No Aadhaar Authentication Transactions .....	29
Graph 5	– Cumulative Yes/No Authentication Transactions .....	29
Graph 6	– Year-wise e-KYC Transactions.....	31
Graph 7	– Cumulative e-KYC Transactions.....	31
Graph 8	– Year-wise Face Authentications .....	35
Graph 9	– Cumulative Face Authentications .....	35
Graph 10	– Progress of Aadhaar Uniquely Linked to Bank Accounts.....	49
Graph 11	– Progress of AEPS Transactions since May 2014 .....	50
Graph 12	– Progress of APB Transactions.....	51
Graph 13	– Progress of Value of Transactions over APB.....	52
Graph 14	– Details of Expenditure booked against BE/RE from 2015-16 to 2023-24.....	87
Graph 15	– Details of Receipts from Services for the FY 2023-24 .....	88







## 1. AN OVERVIEW

### 1.1 THE YEAR 2023-24

**1.1.1** The year 2023-24 was a very good year for the nation and world. The year 2023-24 clearly highlighted that we are well on our way to fully recover from the setback of the pandemic period. Life has largely become normal and the economy of the country is back on track. Challenges continue to remain largely due to global factors, like inflation, wars, supply chain issues, strengthening of dollar, etc. which has to some extent affected the recovery in many parts of the world. However, India's economic progress showed that we have recovered well, and India continues to remain one of the fastest growing economies in the world.

**1.1.2** The Annual Report of 2023-24 broadly discusses the functioning and ecosystem of UIDAI. It also gives the insights into initiatives, significant accomplishments, future goals, etc. Financial details and statements of accounts of the Authority are also discussed in this report.

### 1.2 THE MOST TRUSTED ID

**1.2.1** With Aadhaar, the most trusted ID, India has given a perspective of identification to empower populace individually in such a manner that no one is left behind on the path of development. It is the most appropriate technology for transparent and targeted deliveries of services, benefits and subsidies with limited available resources. Aadhaar inspires more confidence and trust than any other identity document in India. Today, almost every sixth person in the world is an Aadhaar holder.

**1.2.2** Aadhaar – the 12-digit unique

identification number – has tremendous potential to bring transformation as it empowers people in numerous ways so that a sense of enhanced security and trust prevails in the life of people at large. This is possible because of Aadhaar's technology, its platform, its authentication infrastructure and its use as the verifiable identity.

**1.2.3** Proving one's identity was the biggest challenge in pre-Aadhaar days. This inability not only prevented the poor and marginalized sections of the society in accessing and availing benefits, subsidies and other grants provided by the government from time to time but also led to prevalence of diversions and leakages of resources through ghost/fake and duplicate identities. Various public and private sectors' agencies required proof of identity for providing services to the residents, but absence of verification of identities led to fake representations, misuse of facilities and pilferages of scarce Government resources. In pre-Aadhaar days, there was no nationally accepted verified identity document / number that the residents and the service provider agencies could use with trust, ease and confidence.

**1.2.4** Against this backdrop in September 2010, a massive technologically complex identity program, then called Unique Identification (UID) program, unheard in the history of humankind, was launched. It envisaged giving unique identity to every resident of India based on minimal demographic data such as name, date of birth, address, gender and biometrics, which included ten fingerprints and iris along with photo. Since Aadhaar is based on de-duplication of biometrics, duplicates, ghosts and fakes, which used to creep in most of other programs, were almost impossible here.



**1.2.5** Unique Identification (UID) number, popularly known as Aadhaar, was conceived as a project with the objective to establish UID numbers for each resident individual that is: (a) robust enough to eliminate duplicate and fake identities; and, (b) can be verified and authenticated in an easy, cost-effective way.

### 1.3 CREATION OF UIDAI

**1.3.1** The concept of unique identification was first discussed and worked upon in 2006, when administrative approval for the project “Unique ID for BPL families” was given on 3 March 2006 by the erstwhile Department of Information Technology, Ministry of Communications and Information Technology. This project was to be implemented by National Informatics Centre (NIC) over a period of 12 months. Subsequently, a Process Committee was set up on 3 July 2006 to suggest processes for updation, modification, addition and deletion of data fields from the core database under the Unique ID for BPL families project.

**1.3.2** Thereafter, a “Strategic Vision – Unique Identification of Residents” was prepared under the aegis of National Institute for Smart Governance (NISG) and Department of Information Technology (DIT) and submitted to the Process Committee. It envisaged the close linkage that the UID would have to the electoral database. The Committee also appreciated the need of a UID Authority to be created by an executive order under the aegis of the then Planning Commission (now NITI Aayog) to ensure a pan-departmental and neutral identity for the Authority and at the same time enable a focused approach to attain the goals set for the 11th Plan. The Process Committee at its 7th meeting held on 30 August 2007 decided to furnish to the erstwhile Planning Commission a detailed proposal based on the resource

model for seeking its “in principle” approval.

**1.3.3** At the same time, the Registrar General of India was engaged in the creation of the National Population Register (NPR) and issuance of multi-purpose National Identity Cards to the citizens of India. Therefore, it was decided, with the approval of the Prime Minister, to constitute an Empowered Group of Ministers (EGoM) to collate the two schemes – the National Population Register under the Citizenship Act, 1955 and the Unique Identification Number project of the Department of Information Technology (now MeitY).

**1.3.4** Subsequent to the recommendations of the Committee of Secretaries and decision of the EGoM, the authority UIDAI was constituted and notified by the then Planning Commission in January 2009 as its attached office with the roles and responsibilities laid down in the notification No.A-43011/02/2009-Admn.I dated 28 January 2009. Sh. Nandan Nilekani was appointed the first Chairperson of UIDAI vide notification (No.A-43011/02/2009-Admn.I (Vol. II) on 2 July 2009 in the rank and status of a Cabinet Minister for an initial tenure of five years. Sh. Ram Sevak Sharma, IAS, joined UIDAI as its first Director General in July the same year.

**1.3.5** Subsequent to establishment of UIDAI on 28 January 2009, the Prime Minister’s Council on UIDAI was constituted on 30 July 2009 to advise UIDAI on the programme, methodology and implementation to ensure coordination between ministries/departments, stakeholders and partners. The Prime Minister’s Council, in its first meeting on 12 August 2009 approved the broad strategy and approach on UID system submitted by the UIDAI.

**1.3.6** PM’s Council on UIDAI declared UIDAI as the apex body to set standards for its demographic and biometric data. In pursuance



of this mandate, UIDAI set up two Committees for recommending these standards, viz., (i) Committee on Demographic Data Standards and Verification Procedure and (ii) Committee on Biometric Standards. Under the Chairmanship of Sh. N.Vittal, the Committee on Demographic Data Standards and Verification Procedure submitted its report on 9 December 2009 which was subsequently accepted by the UIDAI while the Biometrics Standards Committee submitted its report on standards for various biometric attributes on 7 January 2010 under the Chairmanship of the then Director General of NIC Dr. B.K. Gairola. This report too was accepted by UIDAI.

**1.3.7** PM's Council was substituted by a Cabinet Committee on UIDAI which was constituted by the Government of India vide its order no. 1/11/6/2009 dated 22 October 2009. The functions of this Committee, as per this notification included all issues relating to the Unique Identification Authority of India including its organization, plans, policies, programs, schemes, funding and methodology to be adopted for achieving the objectives of UIDAI.

**1.3.8** As per Cabinet approvals, the work of Aadhaar enrolment was geographically divided between UIDAI and RGI. Accordingly, UIDAI was assigned to do Aadhaar enrolment in 24 States and Union Territories (UTs) and RGI was to do enrolment in 12 States and UTs. However, the Ministry of Home Affairs vide D.O. No. RG(P)/NPR/RGI dated 5 May 2016 asked UIDAI to initiate enrolment in those 10 States/UTs which were earlier assigned to RGI namely, Arunachal Pradesh, Dadra and Nagar Haveli, Jammu and Kashmir, Lakshadweep, Manipur, Mizoram, Nagaland, Odisha, Tamil Nadu and West Bengal (except Assam and Meghalaya).

**1.3.9** Further, Home Ministry vide letter dated 20 April 2017 informed that the biometric enrolment under the National Population

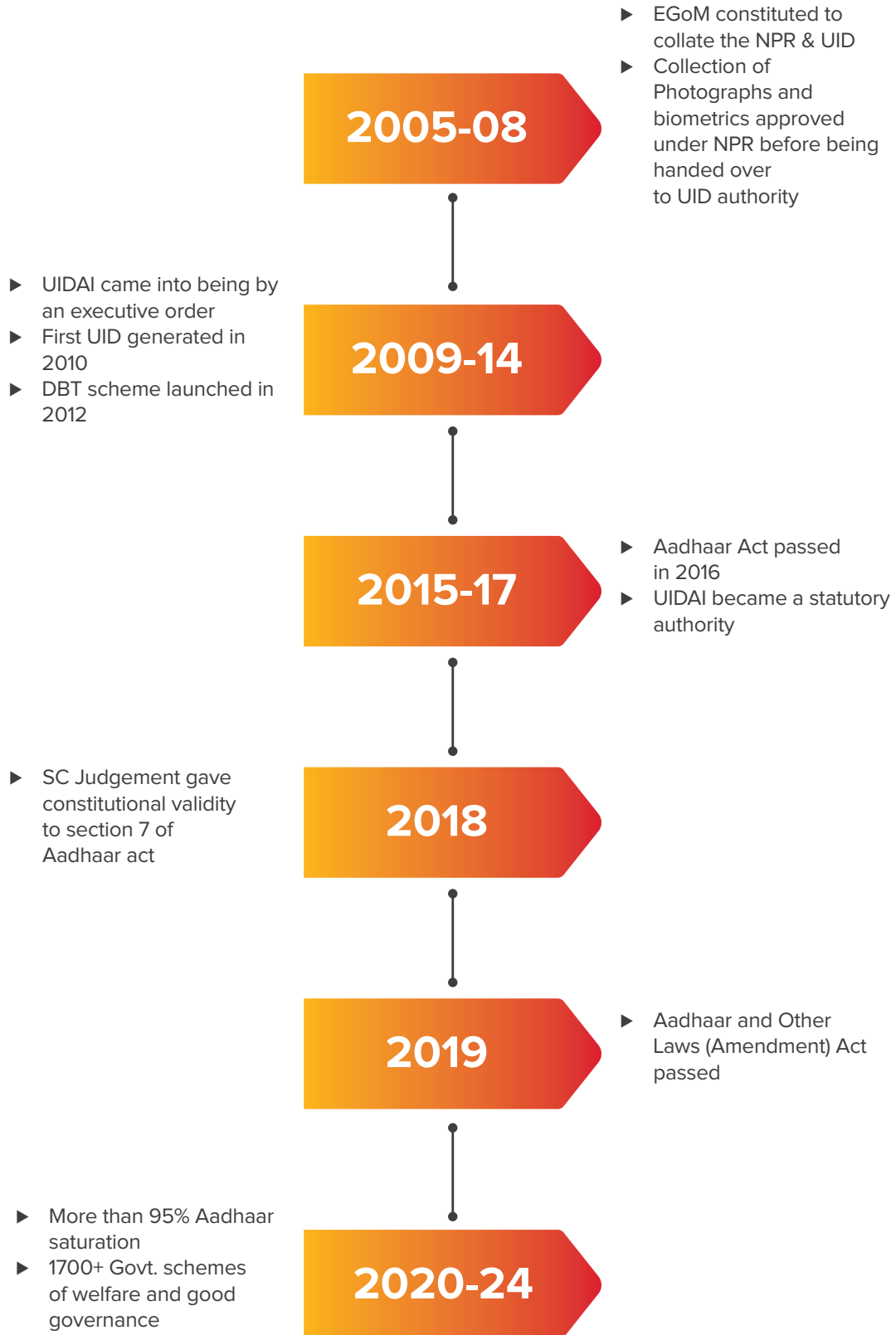
Register (NPR) scheme has been stopped since 23 September 2016 after the changes in the software made by UIDAI consequent to the enactment of Aadhaar Act, 2016. UIDAI, therefore, is competent under the provisions of law to make enrolment for Aadhaar for the entire country including Assam and Meghalaya.

**1.3.10** The Parliament in 2016 provided the legislative basis to Aadhaar by enacting the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 (18 of 2016) and the Government of India notified it on 26 March 2016. The Unique Identification Authority of India was, thereafter, established as a Statutory Authority by the Central Government as per the powers conferred under Section 11 of the Aadhaar Act vide Ministry of Communications and Information Technology's Notification No. S.O. 2358(E) dated 12 July 2016 with its Head Office in New Delhi, eight Regional Offices at Bengaluru, Chandigarh, Delhi, Guwahati, Hyderabad, Lucknow, Mumbai and Ranchi and Centres for Central Identities Data Repository operations at Hebbal (Bengaluru) and Manesar (Gurugram). UIDAI is hence, mandated to develop the policy, procedure and system for issuance of Aadhaar number to each resident individual and perform authentication, executing its roles and responsibilities in compliance with the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 ("Aadhaar Act") and the regulations framed there under.

**1.3.11** Authority during the 28th meeting held on 14 September 2021, approved the opening of 5 state level offices in Bhopal, Ahmedabad, Kolkata, Bhubaneswar and Thiruvananthapuram. The State Offices were opened for better coordination with the State Governments. Further Camp Office, Patna has been renamed as State Office, Patna with the approval of MeitY.



## 1.4 JOURNEY OF AADHAAR





**1.4.1** First Unique ID (UID), popularly known as Aadhaar, was generated on 29 September 2010. Since then, more than 139.56 crore Aadhaar numbers have been generated and issued to the residents of India till 31st March 2024. Aadhaar, as a unique identification, has the following features:

- ▶ A 12-digit random number.
- ▶ Random number. Hence no intelligence, no profiling.
- ▶ Uniqueness ensured through biometric attributes.
- ▶ Contains only number, not a smart card.
- ▶ Enrolment and update from anywhere in the country.
- ▶ Online authentication anytime, anywhere across the country.
- ▶ Portable identification across the country, transcending the barrier of

region and language.

- ▶ Number once generated and issued will never be regenerated or reissued.
- ▶ Does not confer citizenship, rights and entitlements.
- ▶ Security and privacy of information collected. No data sharing without consent of the Aadhaar number holder.

**1.4.2** UIDAI has covered almost the entire country with respect to enrolments. It envisions enrolment of all the residents of India, with a focus on enrolling children, women, divyangjan, poor and marginalized sections of the society. More than 139.56 crore Aadhaar have been generated till 31st March 2024 and the number is growing up steadily on daily basis. UIDAI is looking further at continuously upgrading its service delivery to create ease of life and ease of business for the convenience of the people at large. With Aadhaar being





used in various government schemes to provide subsidies, benefits and services, there has been a significant improvement in the delivery of subsidies, benefits and services to beneficiaries. Also, by curbing leakages and cleansing ghost / duplicate beneficiaries from various databases, Aadhaar has brought in substantial savings to the State exchequer.

## 1.5 OBJECTIVES OF UIDAI

The objective of UIDAI is to issue Unique Identification (UID) numbers, named as “Aadhaar” to individuals on providing demographic and biometric information which when authenticated successfully, would serve as proof of their identity and could be used for identification of beneficiaries for transfer of benefits, subsidies, services and other purposes.

## 1.6 FUNCTIONS ASSIGNED TO UIDAI

According to the Section 23 of The Aadhaar Act, 2016, UIDAI has developed the policy, procedure and systems for issuing Aadhaar numbers to individuals and perform authentication thereof under the Aadhaar Act. The functions of the Authority, inter alia, are:

- ▶ specifying, by the regulations, demographic information and biometric information required for enrolment and the processes for collection and verification thereof;
- ▶ collecting demographic information and biometric information from any individual seeking an Aadhaar number in such manner as may be specified by regulations;
- ▶ appointing of one or more entities to operate the Central Identities Data Repository (CIDR);
- ▶ generating and assigning Aadhaar numbers to individuals;
- ▶ performing authentication of Aadhaar numbers;
- ▶ maintaining and updating the information of individuals in the CIDR in such manner as may be specified by the regulations;
- ▶ omitting and deactivating of an Aadhaar number and information relating thereto in such manner as may be specified by the regulations;
- ▶ specifying the manner of use of Aadhaar numbers for the purposes of providing or availing various subsidies, benefits, services and other purposes for which Aadhaar numbers may be used;
- ▶ specifying, by regulations, the terms and conditions for appointment of Registrars, enrolling agencies and service providers and revocation of appointments thereof;
- ▶ establishing, operating and maintaining of the CIDR;
- ▶ sharing the information of Aadhaar number holders in such manner as may be specified by the regulations subject to the provisions of this Act;
- ▶ calling for information and records, conducting inspections, inquiries and audit of the operations for the purposes of Aadhaar Act of the CIDR, Registrars, enrolling agencies and other agencies appointed under this Act;
- ▶ specifying, by the regulations, various processes relating to data management, security protocols and

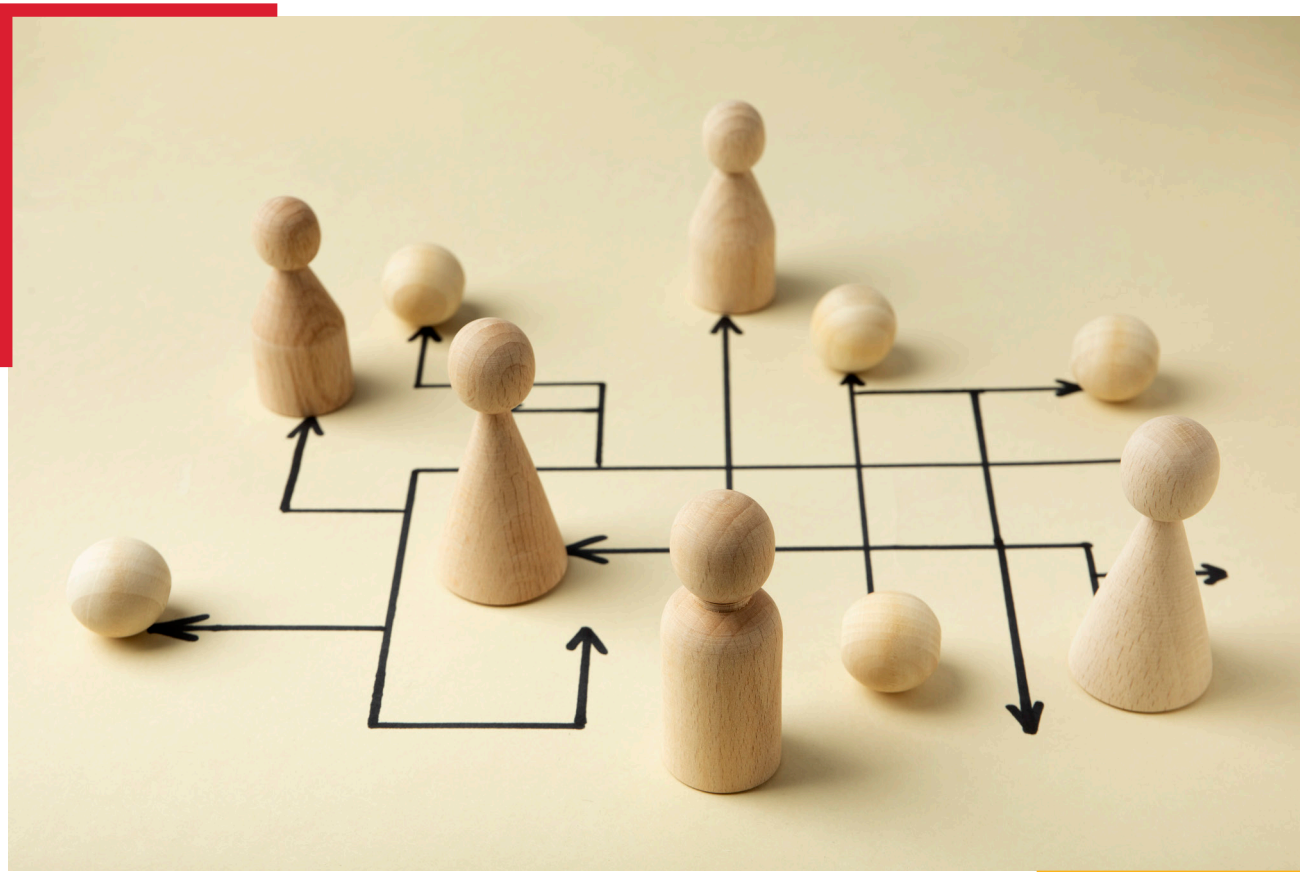


other technology safeguards under Aadhaar Act;

- ▶ levying and collecting the fees or authorizing the Registrars, enrolling agencies or other service providers to collect such fees for the services provided by them under this Act in such manner as may be specified by regulations;
- ▶ appointing such committees as may be necessary to assist the Authority in discharge of its functions for the purposes of this Act;
- ▶ promoting research and development for advancement in biometrics and related areas, including usage of Aadhaar numbers through appropriate mechanisms;
- ▶ evolving and specifying, by the regulations, policies and practices

for Registrars, enrolling agencies and other service providers;

- ▶ setting up of facilitation centres and grievance redressal mechanism for redressal of grievances of individuals, Registrars, enrolling agencies and other service providers;
- ▶ may enter into Memorandum of Understanding or Agreement, as the case may be, with the Central Government or State Governments or Union Territories or other agencies for the purpose of performing any of the functions in relation to collecting, storing, securing or processing of information or delivery of Aadhaar numbers to individuals or performing authentication, as may be necessary for the purposes of Aadhaar Act;
- ▶ by notification, may appoint such





number of Registrars, engage and authorize such agencies to collect, store, secure, process information or do authentication or perform such other functions in relation thereto, as may be necessary for the purposes of Aadhaar Act;

- ▶ may engage such consultants, advisors and other persons as may be required for efficient discharge of its functions under this Act on such allowances or remuneration and terms and conditions as may be specified by contract.



## 2. ORGANIZATION STRUCTURE

Unique Identification Authority of India (“Authority/UIDAI”) has its Head Office (HO) in New Delhi and functions through its eight Regional Offices (ROs) situated at Bengaluru, Chandigarh, Guwahati, Hyderabad, Lucknow, Mumbai, New Delhi and Ranchi. UIDAI has 6 State Level Offices situated

at Ahemdabad, Bhopal, Bhubaneswar, Kolkata, Patna and Thiruvananthapuram. UIDAI has two Data Centres – one at Hebbal (Bengaluru) in Karnataka and the other at Manesar (Gurugram) in Haryana. Organization structure of UIDAI is depicted in Figure 1.

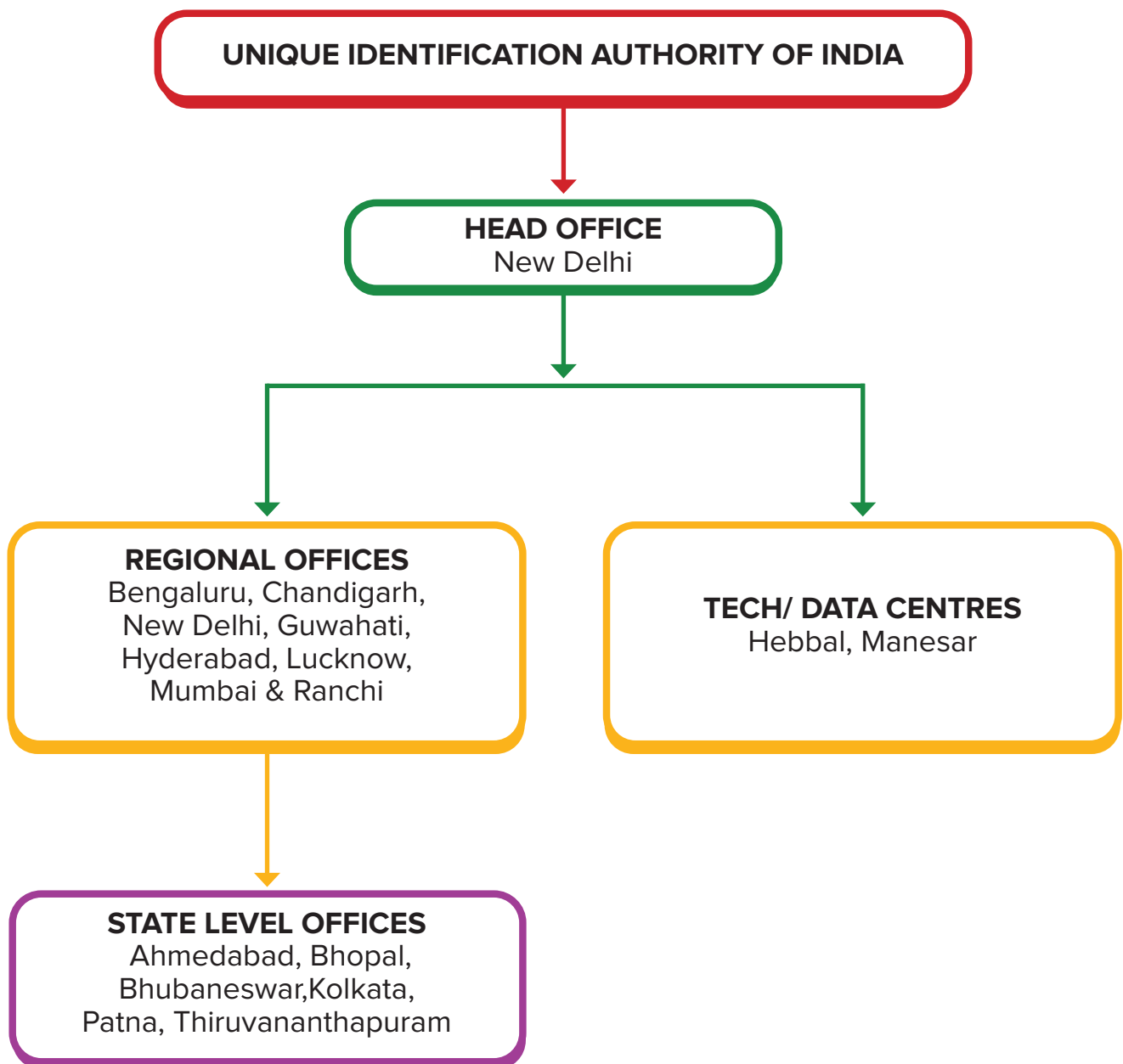


Figure 1 - Organization Structure



## 2.1 COMPOSITION OF AUTHORITY

The Unique Identification Authority of India (UIDAI) consists of a Chairperson, two part

time Members and the Chief Executive Officer (CEO), who is also the Member-Secretary of the Authority. The composition of the Authority, as on 31st March 2024, is portrayed in Table 1.

**Table 1 - Present Composition**

S.No.	Member Name and Details	Designation
1	<b>Sh. Neelkanth Mishra</b> Chief Economist, Axis Bank	<b>Chairperson (Part-Time)</b>
2	<b>Prof. Mausam</b> Professor of Computer Science Department, IIT Delhi	<b>Member (Part-Time)</b>
3	<b>Sh. Nilesh Shah</b> Managing Director, Kotak Mahindra As- set Management Company Limited	<b>Member (Part-Time)</b>
4	<b>Sh. Amit Agrawal</b> IAS (CG:1993)	<b>Chief Executive Officer (CEO) and Member Secretary</b>

## 2.2 COMPOSITION OF HEAD OFFICE

At the Head Office, the CEO is assisted by Deputy Directors General (DDGs), the Joint Secretary level officers of the Government of

India as in-charge of various functional wings of UIDAI. The DDGs are supported by Directors, Deputy Directors (DDs), Section Officers and Assistant Section Officers. Organogram of UIDAI Head Office is illustrated in Figure 2.



*UIDAI Head Office Building, New Delhi*



### Organogram – Headoffice\*

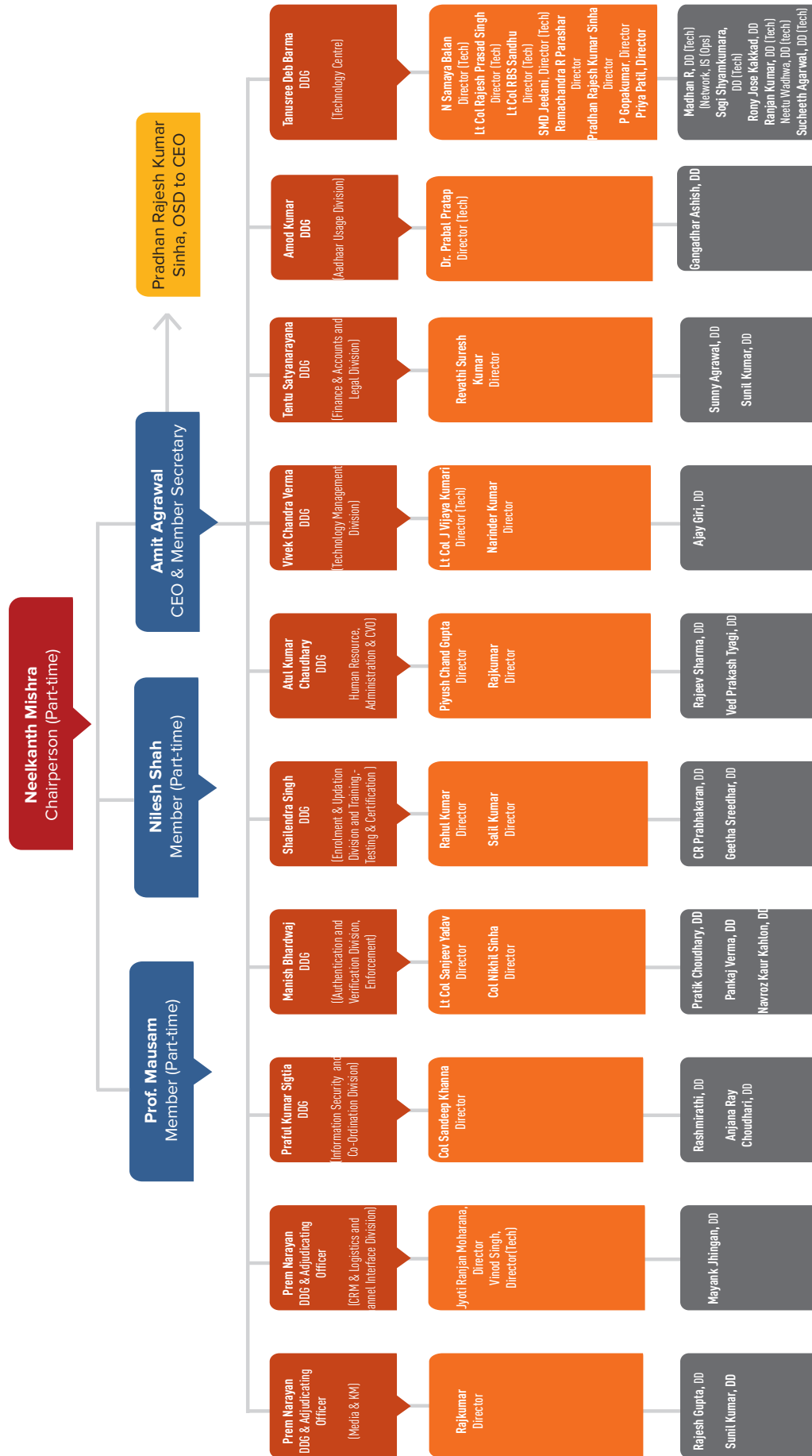


Figure 2 - Organogram of UIDAI Head Office

\*As on 31<sup>st</sup> March 2024



## 2.3 COMPOSITION OF REGIONAL OFFICES

Each of the eight Regional Offices of UIDAI is headed by a Deputy Director General (DDG) and the support structure comprises of Directors, Deputy Directors, Section Officers, Assistant

Section Officers, Senior Accounts Officer, Accountant and personal staff. Regional Offices with States and UTs under their jurisdiction are depicted in Table 2. State Offices with their jurisdiction is depicted in Table 3. Organogram of UIDAI Regional Offices is illustrated in Figure 3.

**Table 2 - Composition of Regional Offices of UIDAI**

Regional Offices (ROs)	States and Union territories covered by the RO
Bengaluru	Karnataka, Kerala, Lakshadweep, Puducherry, Tamil Naidu
Chandigarh	Chandigarh, Haryana, Himachal Pradesh, Jammu & Kashmir, Punjab
New Delhi	Madhya Pradesh, Delhi, Rajasthan, Uttarakhand
Guwahati	Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim, Tripura
Hyderabad	Andaman and Nicobar Islands, Andhra Pradesh, Chhattisgarh, Odisha and Telangana
Lucknow	Uttar Pradesh
Mumbai	Dadra & Nagar Haveli and Daman & Diu, Goa, Gujarat and Maharashtra
Ranchi	Bihar, Jharkhand and West Bengal



**Table 3 – State Level Offices & their jurisdiction**

State Level Offices	Regional Office (RO) concerned	Jurisdiction
Ahmedabad	Mumbai	Gujarat
Bhopal	New Delhi	Madhya Pradesh
Bhubaneswar	Hyderabad	Odisha
Kolkata	Ranchi	West Bengal
Patna	Ranchi	Bihar
Thiruvananthapuram	Bengaluru	Kerala



### Organogram – Regional Offices\*

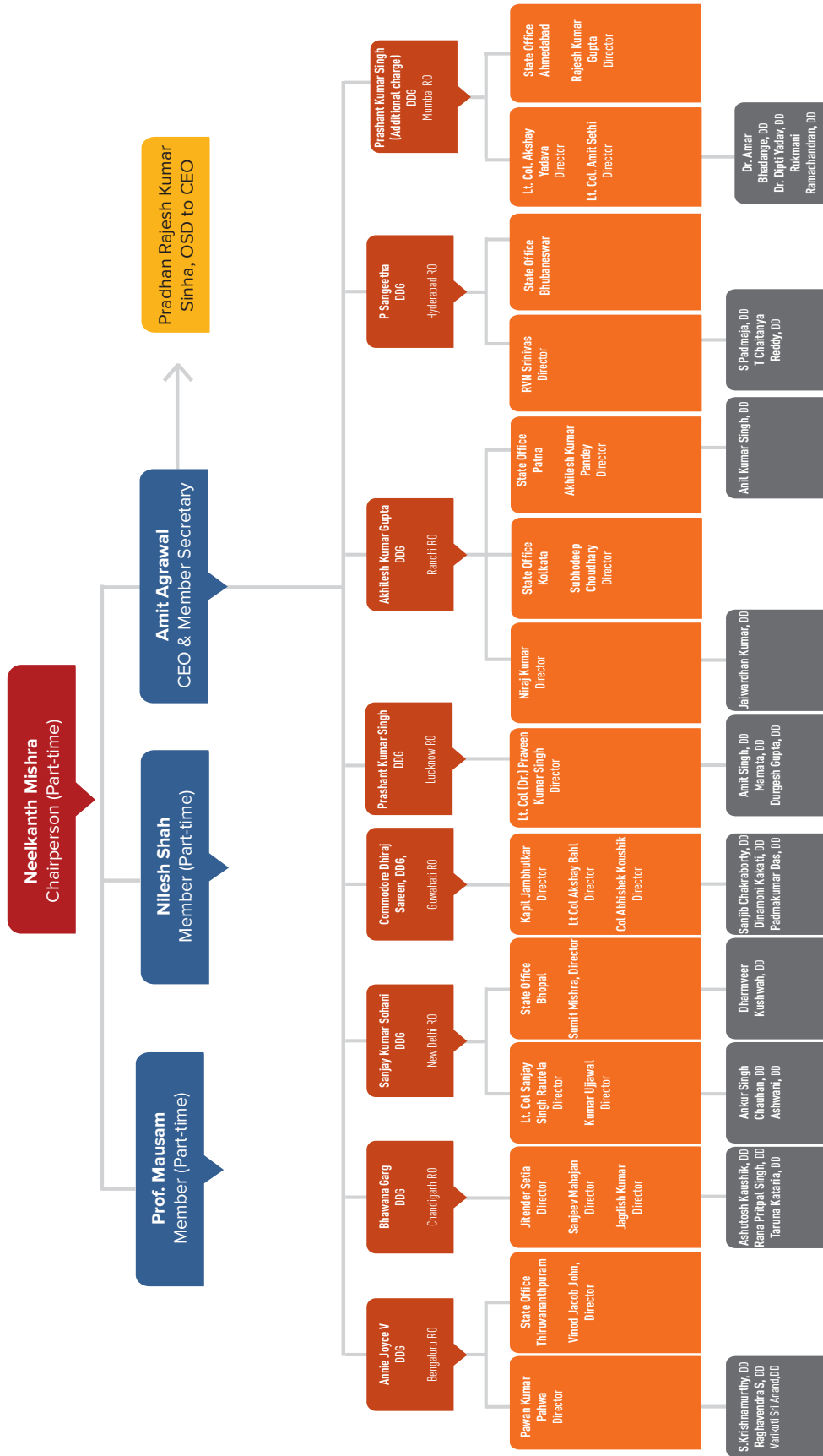


Figure 3 - Organogram of UIDAI Regional Offices

\*As on 31<sup>st</sup> March 2024



## 3. FUNCTIONING OF UIDAI

### 3.1 OVERVIEW

**3.1.1** The objective of Aadhaar is to empower residents of India with a unique identity and digital platform only for the purpose of “identity proof”. The 12-digit identification number is issued to an Individual seeking enrolment after she undergoes the process of Aadhaar enrolment, inter-alia by submitting her demographic and biometric information.

**3.1.2** Once an individual seeking enrolment gets the Aadhaar number generated, they can use the Aadhaar number to authenticate and establish their identity using electronic means or through offline verification, as the case may be, through various modes of authentication as prescribed under Aadhaar Act, 2016 which eliminates the hassle of repeatedly providing supporting identity documents each time an Aadhaar number holder wishes to access services, benefits and subsidies.

**3.1.3** UIDAI issues Aadhaar number to the individual seeking enrolment only after de-duplicating their demographic and biometric attributes against its entire database. Aadhaar authentication enables elimination of duplicates under various schemes and is expected to generate substantial savings to the government exchequer. It also provides the government with accurate data on beneficiaries, enables direct benefit programs and allows the government departments/service providers to coordinate and optimize various schemes. Aadhaar enables implementing agencies to verify beneficiaries and ensure targeted delivery of benefits.

**3.1.4** With the Aadhaar platform providing accurate and transparent information about the services delivery mechanism, government can improve disbursement system and utilize

scarce development funds optimally including better human resource utilization involved in the service delivery network. Therefore, to ensure high throughput, inclusion and year-round availability of effective and efficient services and to authenticate anytime, anywhere, UIDAI has created several ecosystems and operates them as per the Aadhaar Act and its regulations catering to Aadhaar number holders needs.

**3.1.5** Regulations notified under the Aadhaar Act, 2016 are as follows:

- ▶ The Unique Identification Authority of India (Transaction of Business at Meetings of the Authority) Regulations, 2016 (No.1 of 2016)
- ▶ The Aadhaar (Enrolment and Update) Regulations, 2016 (No.2 of 2016)
- ▶ The Aadhaar (Authentication) Regulations, 2016 (No. 3 of 2016) [ superseded by The Aadhaar (Authentication and Offline verification) Regulations, 2021 (No. 2 of 2021)
- ▶ The Aadhaar (Data Security) Regulations, 2016 (No.4 of 2016)
- ▶ The Aadhaar (Sharing of Information) Regulations, 2016 (No.5 of 2016)
- ▶ The Aadhaar (Enrolment and Update) (First Amendment) Regulations, 2017 (No.1 of 2017)
- ▶ The Aadhaar (Enrolment and Update) (Second Amendment) Regulations, 2017 (No.2 of 2017)
- ▶ The Aadhaar (Enrolment and Update) (Third Amendment) Regulations, 2017 (No.3 of 2017)
- ▶ The Aadhaar (Enrolment and Update) (Fourth Amendment) Regulations, 2017 (No.5 of 2017)
- ▶ The Aadhaar (Enrolment and Update)



- (Fifth Amendment) Regulations, 2018 (No.1 of 2018)
- ▶ The Aadhaar (Enrolment and Update) (Sixth Amendment) Regulations, 2018 (No.2 of 2018)
  - ▶ The Aadhaar (Pricing of Aadhaar Authentication Services) Regulations, 2019 (No.1 of 2019) [superseded by The Aadhaar (Pricing of Aadhaar Authentication Services) Regulations, 2021 (No.1 of 2021)
  - ▶ The Aadhaar (Enrolment and Update) (Seventh Amendment) Regulations, 2019 (No.3 of 2019)
  - ▶ The Unique Identification Authority of India (Appointment of Officers and Employees) Regulations, 2020 (No. 1 of 2020)
  - ▶ The Unique Identification Authority of India (Salary, Allowances and other Terms and Conditions of Service of Employees) Regulations, 2020 (No.2 of 2020)
  - ▶ The Aadhaar (Enrolment and Update) (Eighth Amendment) Regulations, 2020 (No. 3 of 2020)
  - ▶ The Aadhaar (Pricing of Aadhaar Authentication Services) Regulations, 2021 (No. 1 of 2021)
  - ▶ The Aadhaar (Authentication and Offline verification) Regulations, 2021 (No. 2 of 2021)
  - ▶ The Unique Identification Authority of India (Appointment of Officers and Employees) (First Amendment) Regulations, 2021 (No. 3 of 2021)
  - ▶ The Aadhaar (Authentication and Offline Verification) (First Amendment) Regulations, 2022 (No. 1 of 2022)
  - ▶ The Aadhaar (Enrolment and Update) (Ninth Amendment) Regulations, 2022 (No. 2 of 2022)
  - ▶ The Unique Identification Authority of India (Appointment of Officers and Employees) (Second Amendment) Regulations, 2022 (No. 3 of 2022)
  - ▶ Unique Identification Authority of India (Appointment of Officers and Employees) (Third Amendment) Regulation, 2022 (No. 5 of 2022)
  - ▶ The Aadhaar (Enrolment and Update) (Tenth Amendment) Regulations, 2022 (No. 6 of 2022)
  - ▶ Aadhaar (Authentication and Offline Verification) (Second Amendment) Regulations, 2023 (No. 1 of 2023)
  - ▶ Aadhaar (Pricing of Aadhaar Authentication Services) (First Amendment) Regulations, 2023 (No. 2 of 2023)
  - ▶ The Unique Identification Authority of India (Appointment of Officers and Employees) Amendment Regulations, 2023
  - ▶ The Aadhaar (Enrolment and Update) Amendment Regulation, 2023
  - ▶ The Aadhaar (Authentication and Offline Verification) Amendment Regulations, 2023
  - ▶ The Aadhaar (Payment of Fees for Performance of Authentication) Regulations, 2023
  - ▶ Aadhaar (Enrolment and Update) Amendment Regulations, 2024
  - ▶ Unique Identification Authority of India (Appointment of Officers and Employees) Amendment Regulations, 2024
  - ▶ Aadhaar (Enrolment and Update) Second Amendment Regulations, 2024
  - ▶ Aadhaar (Sharing of Information) Amendment Regulations, 2024
  - ▶ Aadhaar (Payment of Fees for Performance of Authentication) Amendment Regulations, 2024



- ▶ Aadhaar (Authentication and Offline Verification) Amendment Regulations, 2024
- ▶ Corrigendum for the Hindi version of the notification number HQ-13073/1/2020-AUTH.II(E), dated the 31st January, 2024 of the UIDAI.

**3.1.6** The following are the UIDAI’s ecosystems:

- ▶ Enrolment and Update ecosystem
- ▶ Authentication ecosystem
- ▶ Logistics ecosystem
- ▶ Training, Testing and Certification ecosystem
- ▶ Customer Relationship Management

## 3.2 ENROLMENT AND UPDATE ECOSYSTEM

**3.2.1** Aadhaar enrolment being the primary

mandate of UIDAI, the focus of the organization has been on the enrolment of Individuals seeking to enrol. As per the Aadhaar (Enrolment and Update) Regulations, 2016, the enrolment process of Aadhaar – the Unique Identification (UID) number – begins with an individual seeking to enrol submitting her information to the enrolling agency at the enrolment centre with supporting documents by filling the enrolment form, getting demographic and biometric data captured and submitting Proof of Identity (PoI), Proof of Address (PoA) and Proof of Date of Birth (PDB) documents as per the list of documents prescribed in Annexure III.

**3.2.2** As on 31st of March 2024 there are 62,080 Aadhaar enrolment and update centres across the country run by Banks, Post Offices, CSC, Aadhaar Seva Kendras (ASKs), BSNL and State Governments as UIDAI’s Registrars. At the centre, after the enrolment operator enters the details in the system, the individual

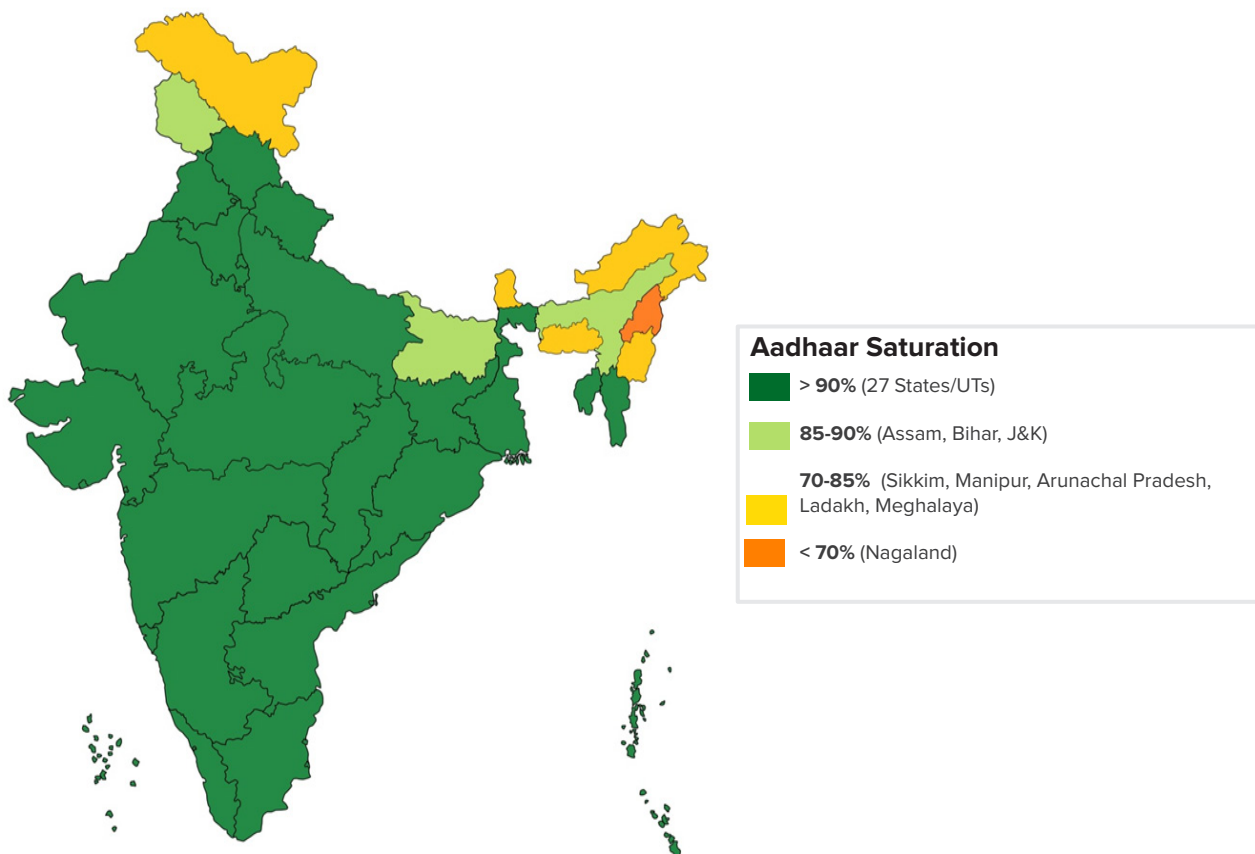


Figure 4 - Aadhaar saturation status across States/UTs (as on 31 March 2024)



seeking to enrol verifies the accuracy of information captured for enrolment/update and on completion of the process collects acknowledgement slip containing enrolment ID. Around 45,000 Child Enrolment Lite Client (CELC) kits were activated as on 31st March 2024 to facilitate enrolment of children under the age of 5. In addition to this, online portal <https://myaadhaar.uidai.gov.in/> can be used to perform update of address and documents by the Aadhaar number holders themselves.

**3.2.3** The information captured for enrolment or update is processed in UIDAI's data centres and Aadhaar or its updated version is generated, respectively. UIDAI has issued more than 139.56 crore Aadhaar till 31st March 2024. The coverage of Aadhaar in 27 States/Union Territories has reached saturation levels of more than 90% while 6 States/Union Territories have coverage between 80% and 90%. Figure 4 represents the Aadhaar coverage status across States/Union Territories as on 31st March 2024.

**3.2.4** As many of the States have already reached Aadhaar saturation, there has been a shift in the volume of work from 'enrolment' to 'update'. In the long run, the success of Aadhaar and various services leveraging this unique identity number will depend on the up-to-date status of its database, thus making Aadhaar information update a critical activity for UIDAI. Aadhaar number holders can update any of the demographic and biometric information in Aadhaar by visiting any Aadhaar enrolment centre.

**3.2.5** UIDAI has been working in close coordination with various Central Government Ministries/Departments/State Governments for developing infrastructure and applications leveraging Aadhaar. UIDAI also provides assistance for ICT infrastructure to State Governments and UTs to procure enrolment kits to maximize enrolment activities. Accordingly,

ICT assistance amounting to 477.66 crore has been granted to 29 States/7 UTs/3 Departments and 2 Central Ministries since the start of the UIDAI project till 31st March 2024. The assistances were provided in 3 different phases as per the policy framed there under.

### 3.3 ENROLMENT PARTNERS

For carrying out Aadhaar enrolment and update, UIDAI has an ecosystem comprising the following partners as specified in the Aadhaar (Enrolment and Update) Regulations, 2016:

1. **Registrar:** Any entity authorized or recognized by the Authority (UIDAI) for the purpose of enrolling individuals under the Aadhaar Act, 2016.
2. **Enrolling Agency:** An agency appointed by the Authority or a Registrar, as the case may be, for collecting demographic and biometric information of individuals under the Aadhaar Act, 2016.
3. **Enrolment Centre:** A permanent or camp centre set up by an enrolling agency for carrying out enrolment of individuals and updating their information.
4. **Operator:** The certified personnel employed by enrolling agencies to execute the process of enrolment at the enrolment centres.
5. **Supervisor:** The certified personnel employed by enrolling agencies to operate and manage the enrolment centres.
6. **Verifier:** The personnel appointed by Registrars for verification of documents at enrolment centres.

### 3.4 ENROLMENT PROCESS



**3.4.1** For an individual seeking to enrol, the Aadhaar enrolment process includes visiting the enrolment centre, filling the enrolment form, getting demographic and biometric data captured, submitting Proof of Identity (PoI), Proof of Address (PoA) and Proof of Date of Birth (PDB) documents, giving informed consent and collecting acknowledgement slip containing enrolment ID after completion of enrolment.

**3.4.2** The enrolment data filled in the enrolment form is verified with the supporting documents and uploaded in the system where the data passes through various checks and validations and Aadhaar number is generated.

**3.4.3** UIDAI process accepts extensive range of PoI, PoA and PDB documents, mentioned in Annexure III. If a family member does not have valid documents, she can still enrol for Aadhaar, if her name exists in the family entitlement document. In such a case, Head of Family (HoF) in the entitlement document first needs to be enrolled herself with valid PoI, PoA and PDB documents. Thereafter, the HoF can introduce other members of the family for Aadhaar enrolment by submitting Proof of Relationship (PoR) document. Only Mother/Father/Legal

Guardian can act as HOF for new enrolment. UIDAI accepts many documents as Proof of Relationship (PoR) as mentioned in Annexure III.

**3.4.4** During the enrolment for Aadhaar, only minimal demographic information, viz., name, gender, residential address, date of birth (DoB) and biometric information– all ten fingerprints, scan of both irises and facial image are captured.

**3.4.5** Additionally, the applicant has the option to give her e-mail ID and mobile number. Considering the extensive use of mobile number for Authentication purpose, individuals seeking to enrol are advised to provide the mobile number at the time of enrolment. In respect of children below 5 years, only name, gender, DoB and facial image of the child and Aadhaar number of both the parents shall be captured. Aadhaar number of both the parents/legal guardian (HOF) has to be captured for authentication on behalf of the child. However biometrics of either of the parents/legal guardian are captured to authenticate the HOF based enrolment.

**3.4.6** To summarize, there are two approaches for enrolment:

**Document Based**

One valid Proof of Identity (PoI) document, one valid Proof of Address (PoA) document and one Proof of Date of Birth (PDB) document (in case of verified DOB) to be submitted at the time of enrolment

**Head of Family (HoF) Based**

Head of Family (HoF) to authenticate family members by means of documents, which establish the Proof of Relationship (PoR)



**3.4.7** Aadhaar is an all-inclusive program and therefore, UIDAI has also laid down process for enrolment of those persons who are not able to

provide, due to any reasons, all or any of their biometrics. Thus, no individual seeking to enrol is excluded from Aadhaar.



*Enrolment of old age people in an Aadhaar Enrolment Camp*

### 3.5 AADHAAR ENROLMENT PROGRESS

**3.5.1** Since the generation of first Aadhaar in September 2010, Aadhaar enrolment has grown exponentially and over 139.56 crore Aadhaars have been generated as on 31st March 2024. The journey of Aadhaar and year-wise progression is portrayed in Graph 1. Cumulative Aadhaar generation is depicted in Graph 2. During the year 2023-24, month-wise Aadhaar generation data is portrayed in Table 4.

**3.5.2** Aadhaar penetration among adult population has reached saturation levels and hence, the primary focus of UIDAI has now shifted to enrolling children in the age group of

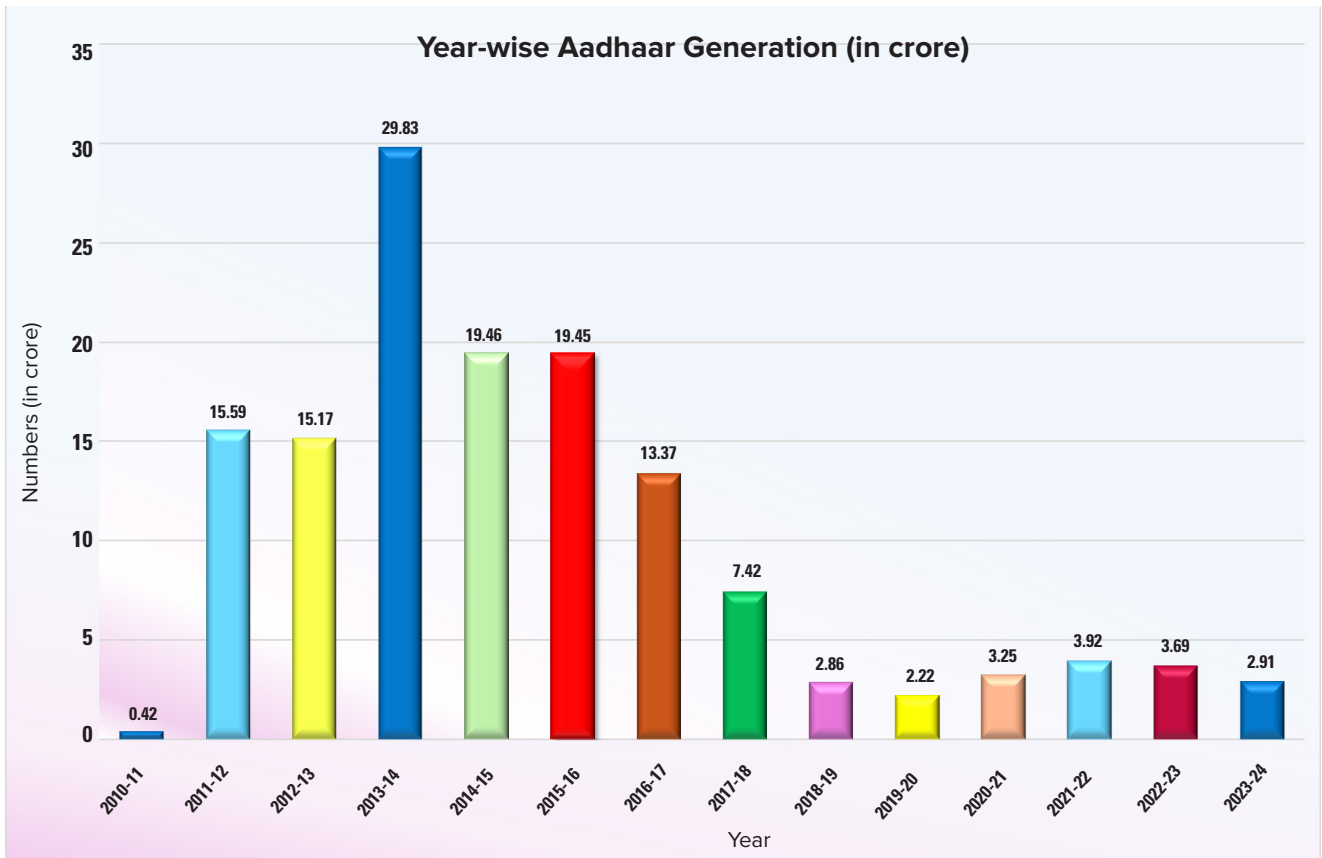
0-5 and 5-18. For the same India Post Payments Bank (IPPB) was also on-boarded, to cover the remaining population in the above age group. UIDAI has partnered with Ministry of Women & Child Development (MoWCD), Dept of Health and Department of School Education & Literacy for enrolling children at anganwadis, hospitals and schools, respectively.

### 3.6 AADHAAR DATA UPDATE

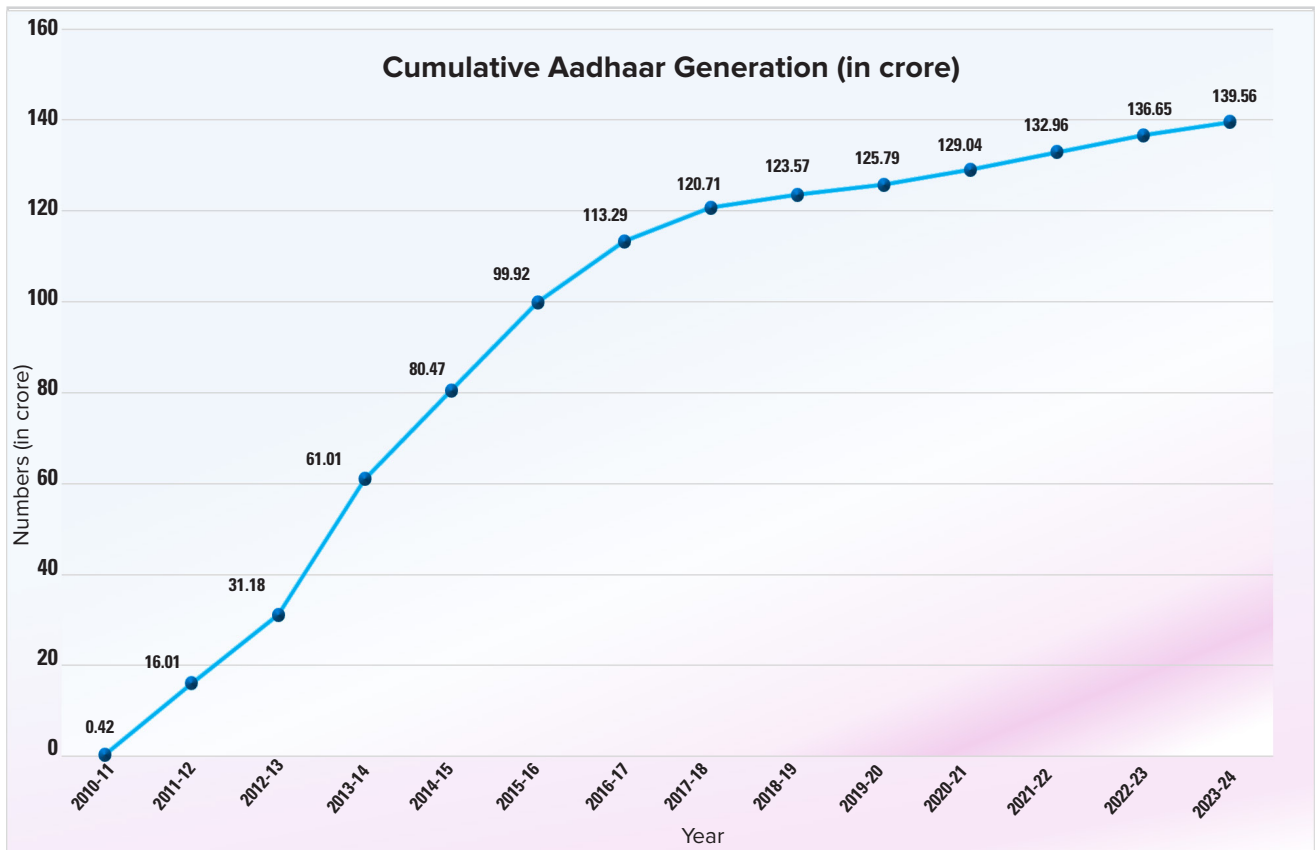
**3.6.1** The Aadhaar number is a lifetime number issued to the individual seeking enrolment. Apart from the biometric attributes of an applicant, the demographic details – name of the applicant, address, date of birth (DoB), gender and mobile number/email



**Graph 1 - Year-wise Aadhaar Generation (September 2010 to March 2024)**



**Graph 2 - Cumulative Aadhaar Generation (September 2010 to March 2024)**





**Table 4 - Month-wise Aadhaar Generation (2023-24)**

Month	Month-wise Aadhaar generation (in Lakh)
April 2023	23.01
May 2023	27.17
June 2023	24.41
July 2023	26.17
August 2023	24.22
September 2023	23.58
October 2023	22.41
November 2023	21.62
December 2023	24.02
January 2024	25.31
February 2024	24.27
March 2024	25.46
<b>Total</b>	<b>291.65</b>

(optional) are stored in the UIDAI database. While demographic details are usually subject to change during the lifetime of Aadhaar number holder due to change of address, mobile number and change of name post marriage, the biometric attributes need to be updated by the children upon attaining the age of 5-7 and 15-17 years is free of charge, or due to ageing/mishap leading to loss/change of biometrics. If Aadhaar number holder fails to complete Mandatory Biometric Update (MBU)

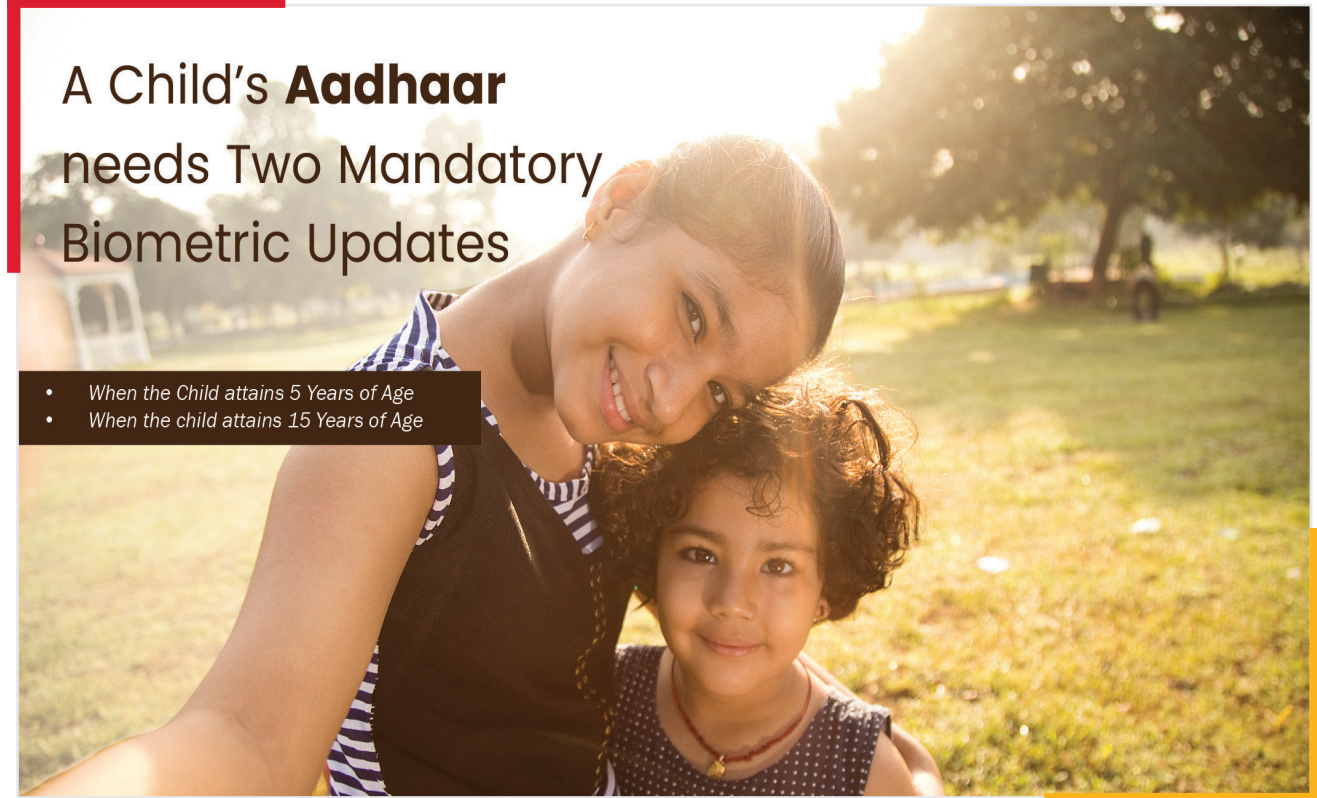
within the prescribed period the charges shall be borne by the Aadhaar number holder and the Aadhaar can be de-activated for the want of biometric update. Accordingly, the demographic and biometric fields linked to an Aadhaar number need to be updated so as to ensure accuracy of information stored in the database and to be relevant for authentication purpose.

### 3.6.2 UIDAI has created provision for Document



## A Child's **Aadhaar** needs Two Mandatory Biometric Updates

- When the Child attains 5 Years of Age
- When the child attains 15 Years of Age



Update vide Aadhaar (Enrolment and Update) (Tenth Amendment) Regulations, 2022 (No. 6 of 2022) published in Gazette Notification dated 09.11.2022. As per provision, Aadhaar holders may update their supporting documents in Aadhaar by submitting Proof of Identity (POI) and Proof of Address (POA) document at least once on completion of every 10 years from the date of enrolment in Aadhaar, so as to ensure continued accuracy of their information in the Central Identities Data Repository (CIDR).

**3.6.3** In view of the importance Aadhaar has gained as primary identification document in recent times, there has been a growing concern on possible ramifications of any fraudulent enrolment activities on national security. In order to minimize the chances of generation of Aadhaar to any illegal individual, a need has been felt to further strengthen the enrolment ecosystem for new Aadhaar enrolment. It has been therefore decided to send the requests of new Aadhaar enrolment for adults (>18 years age) to State/UT Government for verification

of demographic information & supporting documents through Aadhaar State Verification Portal.

**3.6.4** HOF Based Address Update – In continuation to Aadhaar 2.0 discussions as part of Citizen centric service, for ease of address update UIDAI made provision to update Aadhaar for family members of the individuals of those who do not possess any valid POA document, through online myAadhaar portal (<https://myaadhaar.uidai.gov.in/>) using HOF Authentication.

**3.6.5** There are broadly two modes available to Aadhaar number holder for updating her Aadhaar data:

- ▶ **Via Online through (<https://myaadhaar.uidai.gov.in/>) earlier Self Service Update Process Portal (SSUP Portal):** It is an online mode whereby an Aadhaar number holder can update address with valid supporting document. Those Aadhaar number



holders whose mobile numbers are already captured in Aadhaar can avail this facility.

- **By visiting Aadhaar Enrolment and Update Centre:** A Aadhaar number holder can visit any of the 62,080 Aadhaar enrolment and update centres located in designated bank branches, post offices, ASK, CSC, UTIISL or other Government offices to update any demographic or biometric data. In addition to the above, around 45,000 Child Enrolment Lite Client (CELC) kits are also available in the field to facilitate the enrolment of children under the age of 5.

**3.6.6** As on 31st March 2024, 107.50 crore demographic and biometric updates have taken place since inception. Year-wise Aadhaar update since 2012 is shown in Graph 3.

**3.6.7** Aadhaar enrolment and mandatory

biometric update of children are provided free of cost to individuals seeking enrolment and children (Aadhaar number holder). However, nominal fees as illustrated in Figure 5 are levied for other services.

### 3.7 AADHAAR SEVA KENDRA

**3.7.1** UIDAI has established 88 Aadhaar Seva Kendras (ASKs) in 72 cities across the country as exclusive state-of-the-art centres of service under its direct control and management to offer the applicants secure and prior appointment based comfortable experience for Aadhaar enrolment and update services. These ASKs are designed to provide higher service capacity, air-conditioned surroundings, multiple enrolment counters, seating arrangement and electronic token system besides other amenities on all 7 days of the week. All ASKs are wheel-chair friendly and have special provisions to service the elderly or specially abled/divyaangs.

**3.7.2** To establish and run these 88 ASKs

**myAadhaar Portal**

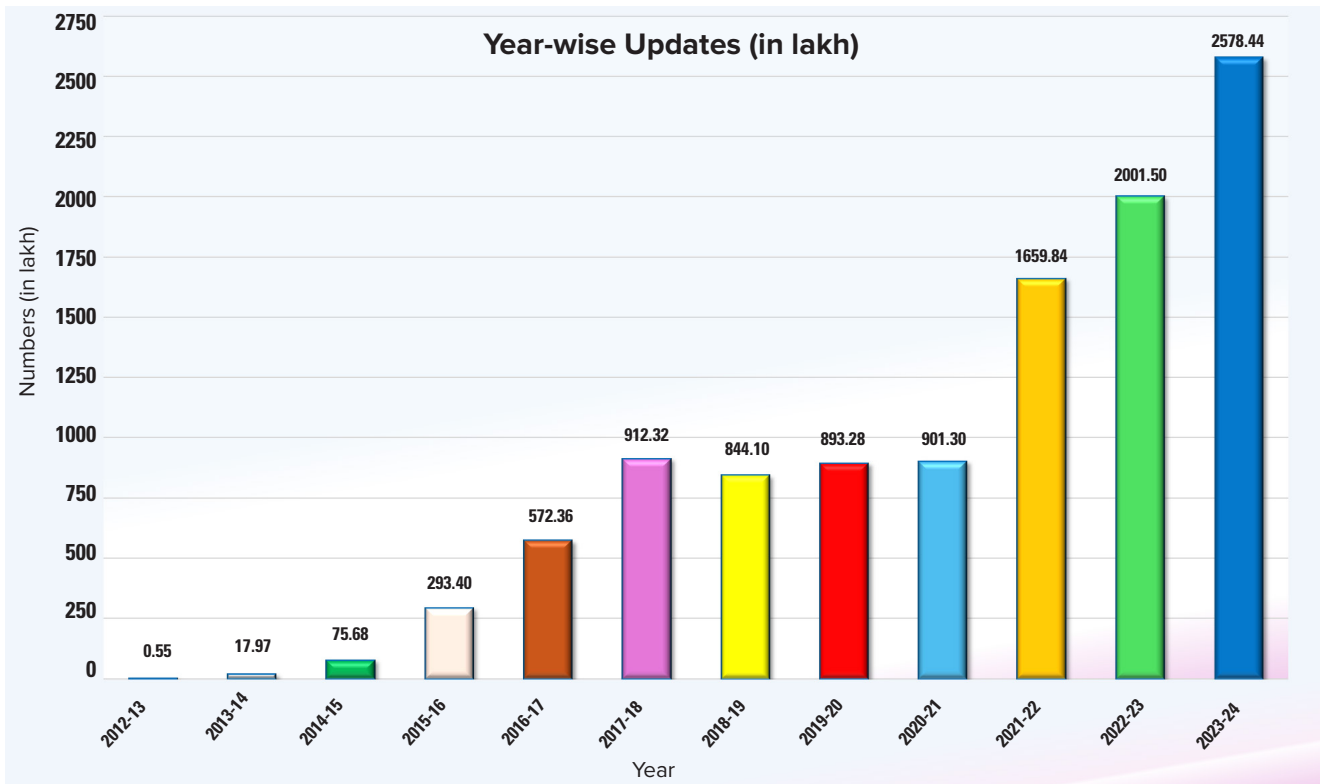
For All Online Aadhaar Services

[www.myaadhaar.uidai.gov.in](http://www.myaadhaar.uidai.gov.in)

To visit SCAN

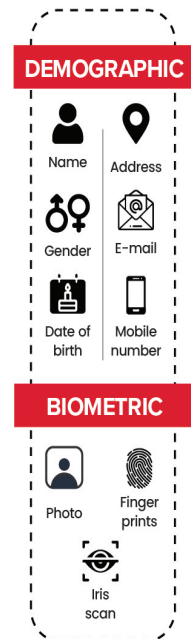


Graph 3 - Year-wise Aadhaar Updates



## AADHAAR ENROLMENT: FREE AADHAAR UPDATE CHARGES

<p><b>BIOMETRIC UPDATE</b> UPDATE OF ENROLLED BIOMETRICS (FINGERPRINT, IRIS AND PHOTO)</p>	<p>(i) IF DONE ONCE BETWEEN THE AGE OF 5 TO 7 YEARS <b>FREE</b></p> <p>(ii) IF DONE ONCE BETWEEN THE AGE OF 15 TO 17 YEARS <b>FREE</b></p> <p>(iii) IF DONE OTHERWISE <b>₹ 100</b></p>
<p><b>DEMOGRAPHIC UPDATE</b> UPDATE OF ENROLLED NAME, GENDER, DATE OF BIRTH, ADDRESS, MOBILE NUMBER OR EMAIL ADDRESS, OR ANY COMBINATION OF THE SAME</p>	<p>(i) IF DONE AT THE SAME TIME AS BIOMETRIC UPDATE <b>FREE</b></p> <p>(ii) IF DONE SEPARATELY <b>₹ 50</b></p>
<p><b>DOCUMENT UPDATE</b> SUBMISSION OF DOCUMENTS AS PROOFS OF IDENTITY AND ADDRESS, IN SUPPORT OF THE NAME, GENDER, DATE OF BIRTH AND ADDRESS AS ENROLLED</p>	<p>(i) AT AADHAAR CENTRE <b>₹ 50</b></p>



UPDATE OF ONE OR MORE DETAILS (DEMOGRAPHIC/BIOMETRIC) IN SINGLE VISIT, WILL BE CONSIDERED AS ONE UPDATE REQUEST

Figure 5 - Charges payable by an individual for various Aadhaar services (as on 31 March 2024)



across 72 cities in the country, Individuals seeking enrolment or Aadhaar number holders, including NRIs, can visit any convenient ASK in their vicinity with prior appointment for the following services:

- ▶ Aadhaar enrolment
- ▶ Update of any demographic information in their Aadhaar - name, address, gender, date of birth, mobile number or email ID
- ▶ Update of biometric data in their Aadhaar – photo, fingerprints and iris scans
- ▶ Download & print Aadhaar services

### 3.8 ONLINE APPOINTMENT FOR AADHAAR SERVICES

**3.8.1** Keeping in view the convenience of the Aadhaar number holders, UIDAI has launched online appointment booking facility. All UIDAI-run Aadhaar Seva Kendras follow the online appointment system where any applicant can

book an appointment for Aadhaar enrolment or update at any ASK in the vicinity as per her choice. An applicant can book an appointment for herself or a family member from the following link: <https://appointments.uidai.gov.in/bookappointment.aspx>

**3.8.2** This is a free of cost service where applicant does not require Aadhaar registered mobile number. However, an applicant can book a maximum of 5 appointments per month using the same mobile number.

### 3.9 AUTHENTICATION ECOSYSTEM

**3.9.1** UIDAI provides online authentication using demographic and biometric data. The UID (Aadhaar) number, which uniquely identifies Aadhaar number holder, gives individuals the means to clearly establish their identity to public and/or private agencies across the country. Aadhaar online authentication allows verification of Aadhaar



An Aadhaar Seva Kendra in Bengaluru



number holder and serves as proof of identity. UIDAI formally launched fingerprint based online authentication on 7th February 2012, iris based authentication, OTP authentication & e-KYC services on 24th May 2013 and Face Authentication on 15th October 2021.

**3.9.2** Subsequently, various schemes like PDS, MGNREGA, National Social Assistance Program, scholarships, LPG subsidy etc have been integrated with Aadhaar for targeted delivery of services. Further various State Government Public Commissions, Family IDs, various medical councils/health related services and electricity boards are using Aadhaar authentication services under Aadhaar Authentication for Good Governance (Social Welfare, innovation, Knowledge Rules, 2020). The e-KYC service is being used by various government applications such as filing of income tax returns and issuance of PAN card. The e-KYC service providers can provide a paperless KYC service by using Aadhaar based e-KYC and thus avoid the cost of paper handling, storage and the risk of forged documents. Since Aadhaar e-KYC is real-time, it enables service providers to provide instant delivery of services to Aadhaar number holders.

### 3.10 AUTHENTICATION PARTNERS

UIDAI provides Authentication and e-KYC services through agencies called as Authentication User Agency (AUA), e-KYC User Agency (KUA) and Authentication Service Agency (ASA), which are appointed as per Regulation 12 of Aadhaar (Authentication and Offline Verification) Regulations, 2021.

- 1. Authentication User Agency (AUA):** Authentication User Agency or AUA shall mean a requesting entity that

uses the Yes/No authentication facility provided by the authority. An AUA is connected to the UIDAI Data Centre/ Central Identities Data Repository (CIDR) through an ASA (either by becoming ASA on its own or taking services of an existing ASA) using a secured protocol. As on 31st March 2024, 199 AUAs active in Aadhaar ecosystem.

- 2. e-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. As on 31st March 2024, 194 KUA entities are active in Aadhaar ecosystem.

- 3. Authentication Service Agency (ASA):** Authentication Service Agency or ASA shall mean a licence 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. They play the role of enabling intermediaries through secure connection established with the CIDR. ASAs transmit authentication requests of AUAs to the CIDR and transmit back the CIDR's response to the AUAs. There are 21 active ASAs as on 31st March 2024.

### 3.11 AADHAAR AUTHENTICATION SERVICES

- 3.11.1** Aadhaar authentication is the process wherein Aadhaar number, along with other



attributes (demographic/biometrics/OTP) is submitted to UIDAI's Central Identities Data Repository (CIDR) for verification; the CIDR verifies whether the data submitted matches the data available in CIDR and responds with a "Yes/No". No personal identity information is returned as part of the response. The purpose of authentication is to enable Aadhaar number holders to establish their identity to service providers to confirm whether the Aadhaar number holders are 'who they say they are' in order to provide services and benefits. Aadhaar e-KYC is another type of authentication service wherein UIDAI validates the input parameters against the data stored in its CIDR and returns a digitally signed e-KYC authentication response with encrypted e-KYC data.

### 3.11.2 Types of Authentication

There are two types of authentication facilities provided by the Authority, namely:

- 1. "Yes/No" Authentication:** "Yes/No authentication facility" means a type of authentication facility in which the identity information and Aadhaar number securely submitted with the consent of the Aadhaar number holder through a requesting entity, is then matched against the data available in the CIDR, and the Authority responds with a digitally signed response containing "Yes" or "No", along with other technical details related to the authentication transaction, but no identity information. "Yes/No" authentication facility started in February 2012. Since inception 10,207.89 crore Yes/No authentications have been performed by requesting entities till 31st March 2024.

Year-wise as well as cumulative

Aadhaar Yes/No Authentication transactions are portrayed in Table 5, Graph 4 and Graph 5. Similarly, month-wise Yes/No Aadhaar authentication transactions during 2023-24 are depicted in Table 6.

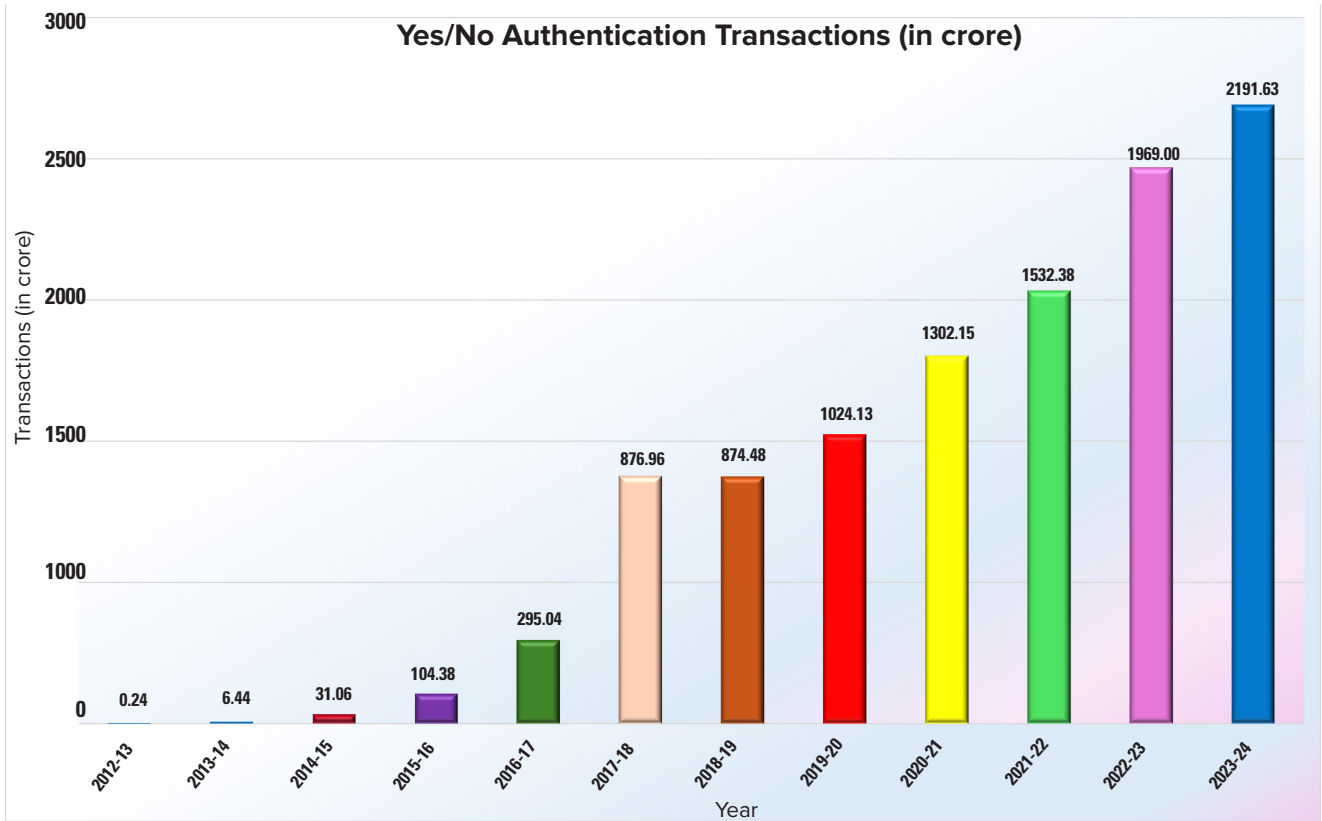
- 2. e-KYC Authentication:** "e-KYC authentication facility" means a type of authentication facility in which the biometric information and/or OTP and Aadhaar number securely submitted with the consent of the Aadhaar number holder through a requesting entity, is matched against the data available in the CIDR, and the Authority returns a digitally signed response containing e-KYC data along with other technical details related to the authentication transaction. UIDAI started e-KYC authentication facility in May 2013. Since inception 1886.76 crore e-KYC authentications have been performed by requesting entities till 31st March 2024. It is also to be noted that biometrics based transactions witnessed in increasing share in e-KYC authentications, registering 75% share of overall authentication transaction modalities in FY 2023-2024.

Year-wise as well as cumulative Aadhaar e-KYC Authentication transactions are portrayed in Table 7, Graph 6 and Graph 7. Similarly, month-wise Aadhaar e-KYC Authentication transactions during 2023-24 are depicted in Table 8.

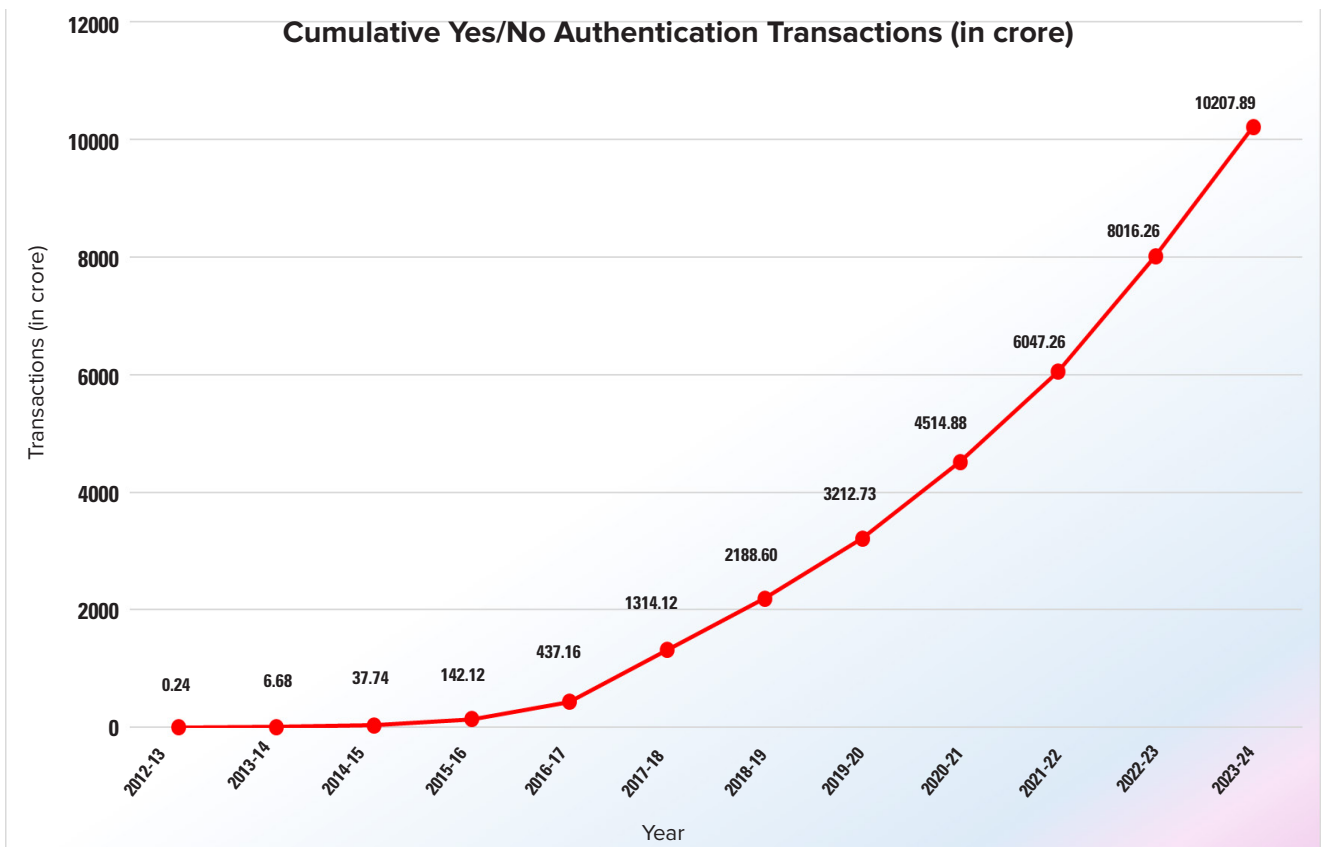
**3.11.3 Modes of Authentication:** UIDAI provides various modes of authentication, viz., demographic (Name, Gender, DoB, Address, phone number, email etc), biometric (fingerprint, iris and Face), One Time Pin (OTP) and multi-factor authentication (combination



**Graph 4 - Year-wise Yes/No Aadhaar Authentication Transactions**



**Graph 5 - Cumulative Yes/No Authentication Transactions**





**Table 5 - Year-wise and Cumulative Yes/No Authentication Transactions**

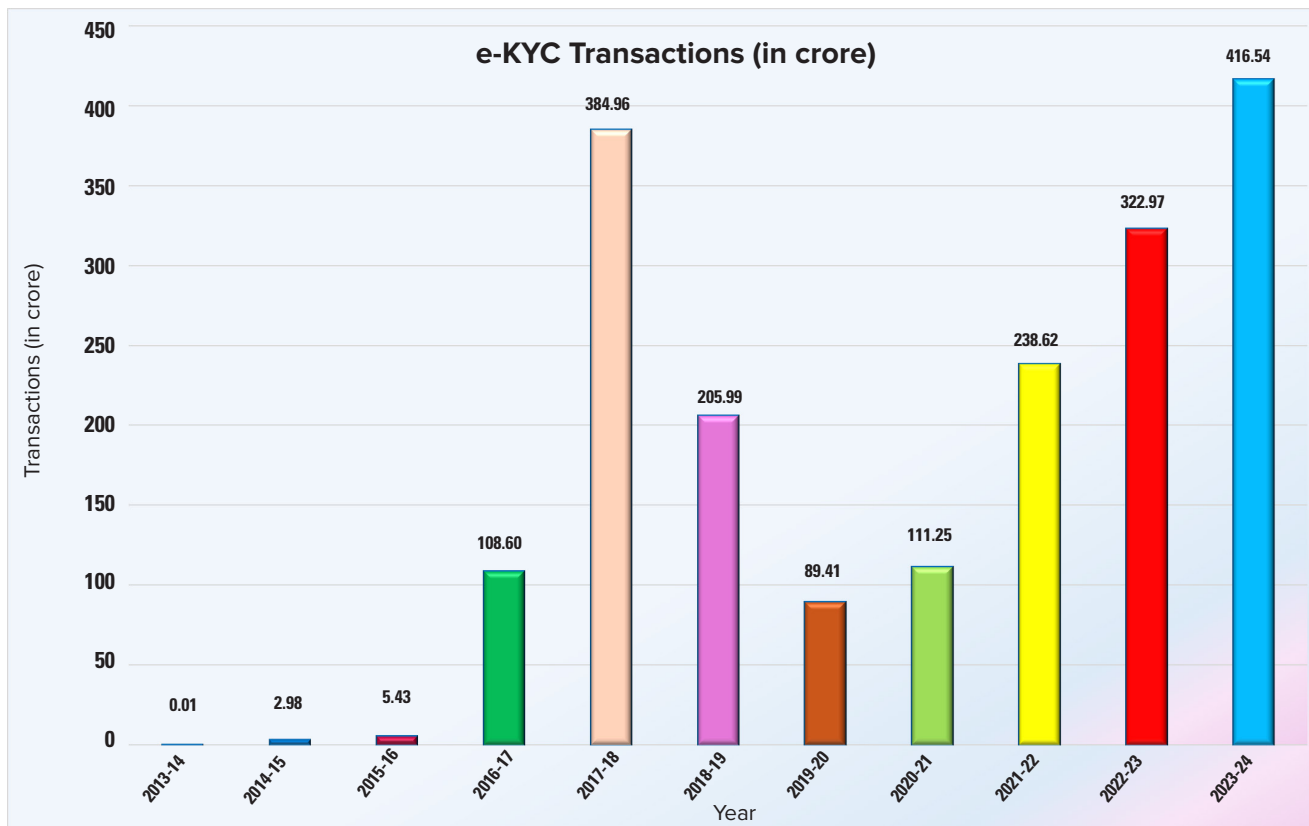
Year	Authentication Transactions (in Crore)	Cumulative Transactions (in Crore)
2012-13	0.24	0.24
2013-14	6.44	6.68
2014-15	31.06	37.74
2015-16	104.38	142.12
2016-17	295.04	437.16
2017-18	876.96	1,314.12
2018-19	874.48	2,188.6
2019-20	1,024.13	3,212.73
2020-21	1,302.15	4,514.88
2021-22	1,532.38	6,047.26
2022-23	1,969.00	8,016.26
2023-24	2,191.63	10,207.89

**Table 6 - Month-wise Yes/No Authentication Transactions (2023-24)**

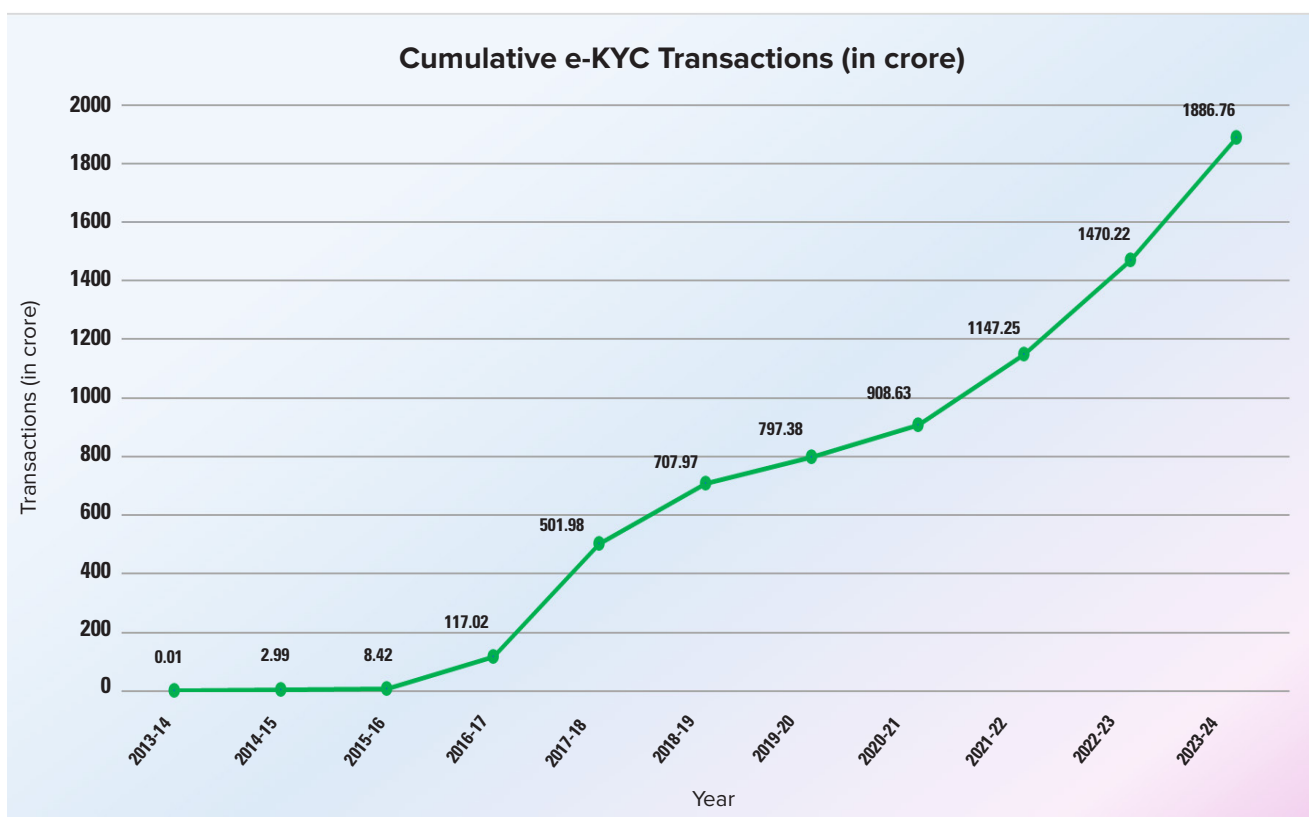
Month	Authentication Transactions (in Crore)
April 2023	170.66
May 2023	159.99
June 2023	167.92
July 2023	189.79
August 2023	204.97
September 2023	208.11
October 2023	169.87
November 2023	180.92
December 2023	175.10
January 2024	173.96
February 2024	189.63
March 2024	200.71
<b>Total</b>	<b>2,191.63</b>



Graph 6 - Year-wise e-KYC Transactions



Graph 7 - Cumulative e-KYC Transactions





**Table 7 - Year-wise and Cumulative e-KYC Transactions**

Year	e-KYC transactions (in Crore)	Cumulative transactions (in Crore)
2013-14	0.01	0.01
2014-15	2.98	2.99
2015-16	5.43	8.42
2016-17	108.60	117.02
2017-18	384.96	501.98
2018-19	205.99	707.97
2019-20	89.41	797.38
2020-21	111.25	908.63
2021-22	238.62	1,147.25
2022-23	322.97	1,470.22
2023-24	416.54	1,886.76

**Table 8 - Month-wise e-KYC Transactions (2023-24)**

Year	e-KYC transactions (in Crore)
April 2023	25.05
May 2023	25.40
June 2023	31.48
July 2023	31.16
August 2023	33.11
September 2023	34.55
October 2023	35.67
November 2023	35.52
December 2023	44.03
January 2024	40.84
February 2024	37.63
March 2024	42.10
<b>Total</b>	<b>416.54</b>



of two or more authentication modalities). An authentication request is entertained by the Authority only upon a request sent by a requesting entity electronically in accordance with the Aadhaar (Authentication and Offline Verification) Regulations, 2021 and conforming to the specifications laid down by the Authority. Authentication may be carried out through the following modes:

- 1. Demographic Authentication:** The Aadhaar number and demographic information (e.g. Name, Gender, DoB, Address, phone number, email etc) of the Aadhaar number holder obtained from the Aadhaar number holder is matched with the demographic information of the Aadhaar number holder in the CIDR.
- 2. One Time Pin based Authentication:** A One Time Pin (OTP), with limited time validity, is sent to the mobile number of the Aadhaar number holder registered with the Authority, or generated by other appropriate means. The Aadhaar number holder shall provide this OTP along with his Aadhaar number during authentication and the same shall be matched with the OTP generated by the Authority.
- 3. Biometric based Authentication:** The Aadhaar number and biometric information submitted by an Aadhaar number holder are matched with the biometric information of the said Aadhaar number holder stored in the CIDR. This may be fingerprints, iris and face based authentication or other biometric modalities based on biometric information stored in the CIDR.
- 4. Multi-factor Authentication:** A combination of two or more of the above modes may be used for

authentication.

**3.11.4A** requesting entity may choose suitable mode(s) of authentication from any of the available modes as described for a particular service or business function/transaction as per its requirement including multiple factor authentication for enhancing security.

**3.11.5 Exception Handling:** As per regulation 14(1)(i) of Aadhaar (Authentication and Offline Verification) Regulations 2021, all requesting entities are required to implement exception-handling mechanism and back-up identity authentication mechanisms to ensure seamless provision of authentication services to Aadhaar number holder.

## 3.12 MAJOR DEVELOPMENTS IN AUTHENTICATION ECOSYSTEM

**3.12.1 L1 Registered Devices:** To enhance security of data, UIDAI has mandated use of Registered Devices (RD) for all biometric authentication requests. After successful migration of L0 Registered Devices in the field, UIDAI has rolled out L1 Registered Authentication Devices with embedded Pre-certified hardware (PCH). In L1 RDs, the signing and encryption of biometrics is implemented within the Trusted Execution Environment (TEE) where host Operating System (OS) does not have any mechanism to obtain the private key or inject biometrics. The advantages of L1 Registered Authentication Devices Registered are as follows:-

- ▶ Signing and encryption of biometric is implemented within the Trusted Execution Environment (TEE) at the hardware level.
- ▶ Management of private keys within the TEE.
- ▶ PID block is into a more secure environment
- ▶ PCH (Pre-certified hardware), system



software certifications/validations.

- ▶ Unique Identity for Pre-Certified Hardware.
- ▶ No change in size of PID block.
- ▶ “Replay” options reduced.
- ▶ The compute is less tampered upon.
- ▶ Devices is embedded with Read-Only memory
- ▶ More security features on the chip level
- ▶ Marginal increase in price of biometric device.
- ▶ Transaction handling capacity will remain same at UIDAI.

Five fingerprint L1 devices have been certified. Other devices are in different stages of certification. L1 registered authentication devices have been rolled out in Aadhaar authentication Ecosystem in October 2022.

**3.12.2 Fingerprint Image Record (FIR) - Fingerprint Minutiae Record (FMR) Implementation in Single PID Block:**

To make Aadhaar authentications more secure & enhancing liveness properties of Fingerprint Authentication, UIDAI has introduced the feature of FIR-FMR in a single PID Block (Personal Identity Block). The major focus of implementing the Single PID block concept is eliminating the fraudulent activities in various banks, financial entities, Aadhaar Enabled Payment Systems & other Aadhaar applications for Aadhaar number holders and to make authentication more secure & liveness detection efficient. The Authentication API has the provision of sending fingerprint authentication request using FMR

(Finger Minutiae Record) - FIR (Finger Image Record) in a single PID Block. Presently all of the entities are primarily using FMR for fingerprint based Aadhaar authentication. Presently all the AUA/KUA in the authentication ecosystem have completely migrated on to FMR-RIR on 28.02.2023. All fingerprint authentication transactions are now performed in FMR-FIR single PID capture modality.

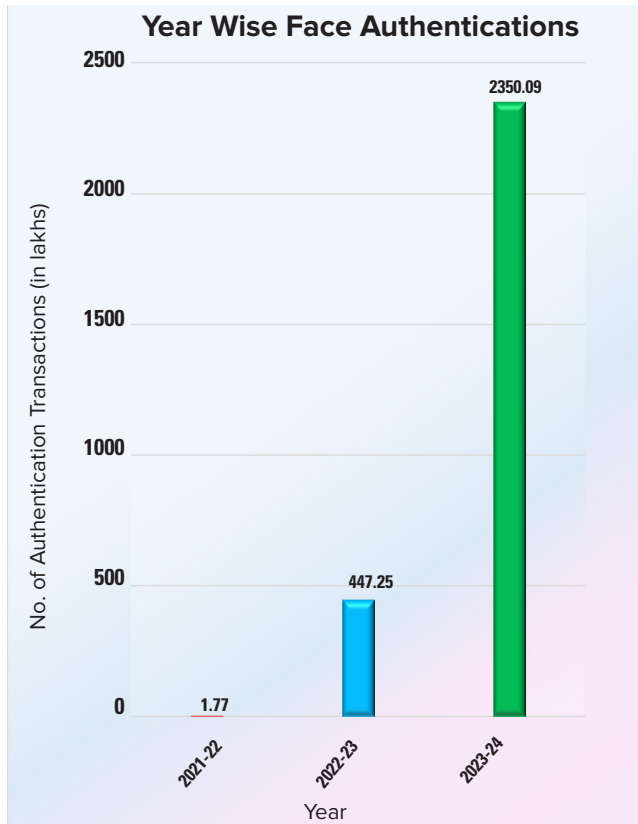
**3.12.3 Face Authentication:** UIDAI has launched Face Authentication modality on 15th October 2021 by which an Aadhaar number holder’s identity can be verified with Aadhaar authentication. A successful Face authentication confirms that your physical face which is being scanned for verification matches the one which was captured at the time of enrolment when your Aadhaar number was generated. A successful Face authentication confirms that you are who you claim to be. Face Authentication RD App is a touchless application that facilitates Aadhaar Authentication User Agency (AUA) application to authenticate Aadhaar number holder after verifying the liveness through captured Facial image. The AI/ML based face authentication solution developed in-house by the Unique Identification Authority of India (UIDAI), is now being used by 72 entities, including state government departments, ministries in the central government, telecoms, banks and NBFC’s with total number of Face authentication transactions from inception till 31.03.2024 is 2,799.11 lakhs. Year-wise as well as cumulative Aadhaar Face Authentication transactions are portrayed in Table 9, Graph 8 and Graph 9.

**Table 9 - Year-wise and Cumulative Face Authentication Transactions**

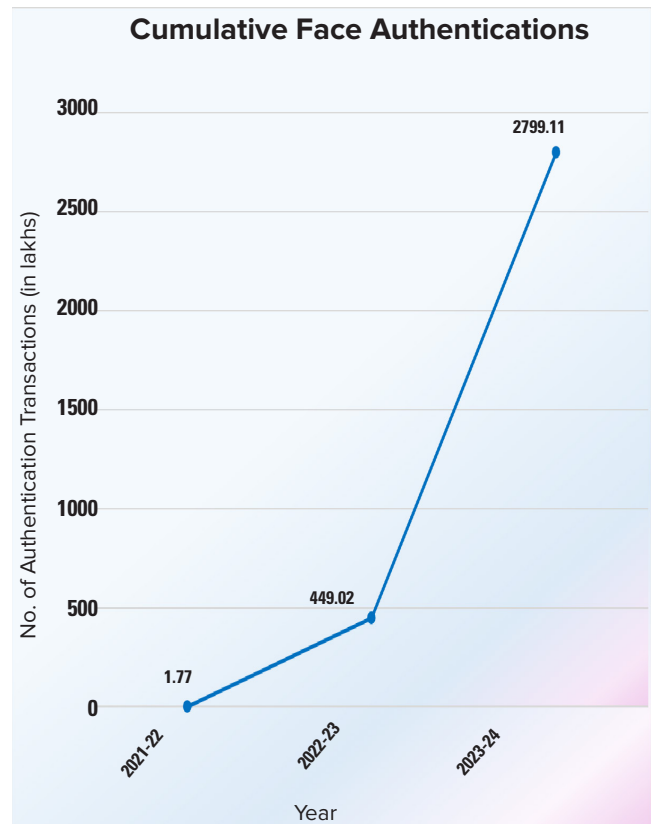
Year	Annual Transactions (in lakhs)	Cumulative Transactions (In lakhs)
2021-22	1.77	1.77
2022-23	447.25	449.02
2023-24	2,350.09	2,799.11



**Graph 8 - Year Wise Face Authentications**



**Graph 9 - Cumulative Face Authentications**



Face authentication is now seen as the digital backbone for flagship programs and initiatives for good governance, social welfare, accountability and transparency as use of Face authentication is helpful in the following:

- Eliminates the need for physical documents and paperwork
- Improves efficiency and transparency in the distribution of benefits.
- Ensuring benefit reaches the intended beneficiaries in a timely manner
- Reduces the risk of fraudulent claims and corruption.
- Streamlines the process of disbursing financial assistance to beneficiaries

**3.12.4 Aadhaar Paperless Offline e-KYC:**

UIDAI has introduced the process of verifying identity of the Aadhaar number holder without authentication.

- a. Aadhaar Paperless Offline e-KYC: “Aadhaar Paperless Offline e-KYC”

means a digitally signed document generated by the Authority containing last 4 digits of Aadhaar number, demographic data like name, address, gender, and date of birth, and photograph of the Aadhaar number holder etc.

- b. Aadhaar Secure QR Code: “Aadhaar Secure QR Code” means a quick response code generated by the Authority which contains digitally signed data like last 4 digits of Aadhaar number, demographic data like name, address, gender, and date of birth, and photograph of the Aadhaar number holder etc. This new digitally signed QR code is available on e-Aadhaar, Aadhaar letter and mAadhaar. Aadhaar secure QR code can be scanned using Android/iOS/Windows reader application or QR code scanner devices.



**3.12.5 Aadhaar Lock / Unlock:** In order to further enhance the security of Aadhaar, UIDAI has introduced a feature of locking and unlocking of Aadhaar which provides Aadhaar holder an option to 'lock' or 'unlock' her Aadhaar. In case of locked Aadhaar, requesting entities would not be able to perform authentication (biometric/demographic/OTP) using Aadhaar. However, requesting entities would be able to perform authentication using Virtual ID of locked Aadhaar. Aadhaar holder can lock/unlock his Aadhaar through various channels such as UIDAI's website, SMS and mAadhaar mobile application. For Unlocking UID, Aadhaar holder should have his latest 16 digit Virtual ID. Latest VID can be retrieved by the Aadhaar holder through SMS on registered mobile number.

**3.12.6 Aadhaar Secure QR Code:** Aadhaar secure QR code is a quick response code provided by UIDAI for offline verification of identity of Aadhaar holder. Aadhaar Secure QR code contains digitally signed demographic data i.e. name, address, photo, gender, DoB, masked registered mobile number, registered email address and also reference ID (last 4 digits of Aadhaar and time stamp). This digitally signed QR code is available on e- Aadhaar, Aadhaar letter, Aadhaar PVC card and mAadhaar app available on android and iOS. Aadhaar secure QR code can be scanned using Android/iOS/Windows reader application published by UIDAI or through mAadhaar app.

**3.12.7 Promotion of Iris Devices:** Iris devices are contactless devices and authentication can be performed without any physical contact with the Aadhaar number holder. Use of iris devices have been proved as boon in the pandemic time which is a contactless authentication method thus ensuring safety of Aadhaar number holder and facilitating all benefits as provided by governments. Further, authentication success rate is higher in iris devices compared

to fingerprint devices. Iris devices are also secure as it is next to impossible to perform authentication using any cloned iris. Owing to these factors, UIDAI is encouraging the use of iris devices among requesting entities. UIDAI in conjunction with STQC is working to certify and introduce more iris device models in different form factor. Iris device models are available as discrete or integrated in tablet/POS devices which facilitate the requesting entities to choose iris device model as per their necessity. The usage of iris device in FY 2023-24 with average device count of around 2.19 lakhs till 31st March, 2024.

### 3.13 LOGISTICS & CI DIVISION ECOSYSTEM

The Logistics & CI Division of UIDAI is entrusted with printing and dispatch of Aadhaar letters to the Aadhaar holders. Aadhaar letters are printed and dispatched to Aadhaar holders in case of new enrolment, demographic update (except mobile and email) and reprint scenarios. UIDAI has also introduced a premium paid service, namely "Order Aadhaar PVC card" from 25th September, 2020. This Division coordinates with other Business Divisions, Aadhaar ecosystem stakeholders and partners to capture all the functional requirements for various related activities.

### 3.14 AADHAAR LETTER PRINTING AND DELIVERY

**3.14.1** Once the Aadhaar is generated, the same is printed and dispatched to the Aadhaar holder within permissible time limits. An Aadhaar letter is a printed & laminated document having photograph, demographic information of the Aadhaar holder, Aadhaar number and secure (QR) code which contains photograph and demographic details with digital signature of UIDAI for offline verification.



**3.14.2** Aadhaar letter is printed in 13 different languages including Hindi, English and 11 vernacular languages. The Department of Post is the delivery partner of UIDAI for delivery of Aadhaar letters to the Aadhaar holders at the address registered in Aadhaar database. UIDAI sends Aadhaar letters for new enrolments as well as for updates (exclusive of mobile & email update). Since inception, 138.11 crore New Aadhaar letters have been printed and dispatched till 31st March 2024 through India Post as First Class Digitally Franked articles. Also, 66.68 crore updated Aadhaar letters have been dispatched (excluding updates for e-mail/mobile) till 31st March 2024 to Aadhaar holders through India Post as First Class Digitally Franked articles.

### 3.15 E-AADHAAR

E-Aadhaar contains a secure Quick Response (QR) code digitally signed by UIDAI which on scanning displays photograph and

demographic details of the Aadhaar holder. In the Aadhaar system, the Aadhaar holder's details can be verified through established online authentication process or offline verification with the help of QR code and offline xml. Therefore, the e-Aadhaar is acceptable as a valid proof of identity. A total of 229.21 crores e-Aadhaar have been downloaded till 31st March 2024.

### 3.16 ORDER AADHAAR PVC CARD SERVICE

**3.16.1** UIDAI started online Order Aadhaar PVC Card service from 25th September 2020. Aadhaar holder can order Aadhaar PVC card online through UIDAI website [www.uidai.gov.in](http://www.uidai.gov.in) and mAadhaar app available for Android & iOS based Smartphones by paying a nominal charge of 50/- including the cost of speed post delivery charge. Aadhaar holders receive the Aadhaar PVC Card at their address registered with UIDAI.

**Now Aadhaar fits in your Wallet**

Your Aadhaar is available as PVC card



To Order Scan






**3.16.2** Aadhaar PVC Card contains advanced security features like QR Code, Micro text, Guilloche pattern, Ghost image and Hologram. Aadhaar PVC card, Aadhaar letter, e-Aadhaar and mAadhaar; are equally valid for use. Further, Aadhaar PVC card is durable and easy to carry.

**3.16.3** UIDAI has printed and dispatched 4.78 crore Aadhaar PVC Cards (including 13 lakh cards to Marine Fishermen) till 31st March 2024. The Aadhaar PVC cards are being issued to Marine Fishermen as and when the requests are received.

## 3.17 TRAINING, TESTING AND CERTIFICATION ECOSYSTEM

**3.17.1** For success of any program, especially of the scale such as that of UIDAI, it is imperative that there is sufficient emphasis given to quality of data collected during enrolment. Additionally, it is equally important that people who are responsible for capturing and using the Aadhaar data are adequately trained. To ensure this, UIDAI has worked diligently to create a 'Training, Testing and Certification ecosystem'. The ecosystem consists of 'Content Development Agency' (CDA) and 'Testing and Certification Agency' (TCA).

**3.17.2** To maintain the quality of data collected at the time of Aadhaar enrolment or update, UIDAI engages certified ECMP (Enrolment Client Multipurpose Platform) Operators/Supervisors and Child Enrolment Lite Client (CELC) Operators only. For adequate and effective training of all the stakeholders involved in Aadhaar Enrolment/Update, various training methodologies, including Mega Training and Certification Camps, and Refresher/Orientation Training Programs are adopted by the UIDAI. This has led to well-organized Enrolments, close to almost 100% Enrolments in most of the States.

### ► **Master Training (Training of Trainers):**

This training ensures creating a pool of trainers at respective Regional Offices who in turn will be responsible for training delivery to Enrolment & Update Operators (ECMP & CELC) under their jurisdiction. A total of 224 Master Training sessions have been conducted from 1st April 2023 to 31st March 2024, in which 13,231 officials were trained.

### ► **Mega Training & Certification Camps:**

UIDAI undertakes an exercise through Mega Training & Certification Camps to create a large pool of certified Operators/Supervisors to ensure no disruption of momentum in Enrolments. A total of 22 Mega Training and Certification Camps on Aadhaar Enrolment have been conducted from 1st April 2023 to 31st March 2024, in which 1,304 individuals were trained and certified.

### ► **Orientation Program:**

Orientation programs are being carried out for newly appointed Enrolment staff to make them well-versed with the Enrolment process. 207 training sessions have been conducted from 1st April 2023 to 31st March 2024, in which 8,240 individuals were imparted training.

### ► **Refresher Program:**

This program is conducted to refresh the knowledge of active/certified Enrolment Operators and keep them updated on the latest policy changes in the process. 2,038 programs were conducted from 1st April 2023 to 31st March 2024, in which 70,361 individuals were trained.

During the period 1st April 2023 to 31st March 2024; 69,147 candidates have been certified



as ECMP/CELC Operators/Supervisors. This includes candidates from Private/PSU Banks, Dept. of Post, IPPB, Education Department, Health and other departments/ministries.

**3.17.3 LMS (Learning Management System)**

– **e-learning portal:** UIDAI has maintained Learning Management System (LMS) portal and granted its access to the Operators for self-learning/refresher and orientation trainings. LMS has modules for certifying, training and

retraining of Operators of UIDAI ecosystem. LMS supports automatic, real-time notifications indicating learners’ progress, course completions, certifications, achievements and comments for monitoring. LMS portal has features to track and measure the impact of training programs. It also facilitates deriving learning insights through customizable reports and dashboards that provide metrics on learners’ activity.

**Table 10 - Details of Training Imparted (01.04.2023-31.03.2024)**

S. No	Type of Training	Participants	Number of Sessions	Number of Participants Trained
1.	Orientation Program	New/ Fresh Enrolment Staff	207	8,240
2.	Mega Training & Certification Camps	Government Officials nominated to become Enrolment Staff	22	1,304
3.	Refresher Training	Existing Enrolment Staff	2,038	70,361
4.	Master Training	Government Officials and Enrolment Staffs nominated to become Trainers	224	13,231
<b>Total</b>			<b>2,491</b>	<b>93,136</b>

As on 31st March 2024, 8,579 new candidates have been on boarded on the e-learning portal for acquiring knowledge pertaining to “Enrolment & Update” and “Authentication” operations. The portal is currently open only to active Operators associated with and is a part of UIDAI ecosystem.

Authentication Operators. From 1st April 2023 to 31st March 2024, 97 training sessions have been successfully conducted PAN India; in which 9,578 Aadhaar Operators have been trained.

**3.17.4 Annual Training Calendar (ATC)::** UIDAI published ‘Annual Training Calendar 2023-24’ in consultation with various stake holders to disseminate knowledge related to Aadhaar Ecosystem among Enrolment & Update and

**3.18 CUSTOMER RELATIONSHIP MANAGEMENT**

Customer Relationship Management is an activity of core importance for UIDAI. The Aadhaar (Enrolment & Update) Regulations, 2016 envisage in the clause 32, chapter VII (Grievance



Redressal Mechanism) that the Authority (UIDAI) shall set up a Contact Centre to act as the central point of contact for the resolution of queries and grievances of individuals, accessible to individuals through tollfree number/s and / or email as may be specified by the authority. The Contact Centre shall:

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

**3.19.1** UIDAI has set up an Aadhaar Sampark Kendra or Contact Centre to help resolving individuals' queries and grievances related to Aadhaar life cycle and related services. Main objectives of Aadhaar Sampark Kendra are as follow:

- ▶ To provide a pan India accessible Toll Free Number and email, using which the Individuals can contact Aadhaar Sampark Kendra.
- ▶ To provide support in multiple regional languages to cater to complaints and queries from all parts of India.
- ▶ To provide an Interactive Voice Response (IVR) System for individuals calling the Aadhaar Sampark Kendra.
- ▶ To provide individuals to interact with Aadhaar Sampark Kendra executive in case they wish to do the same.
- ▶ The individuals can also log the complaints through myaadhaar portal of UIDAI.

### 3.19 AADHAAR SUPPORT SERVICES – AADHAAR SAMPARK KENDRA



## Reach us

<ul style="list-style-type: none"> <li style="margin-bottom: 10px;"> <b>Voice</b> - By calling 1947</li> <li style="margin-bottom: 10px;"> <b>Chatbot</b> - Aadhaar Mitra' chatbot at <a href="http://www.uidai.gov.in">www.uidai.gov.in</a></li> <li style="margin-bottom: 10px;"> <b>Email</b> - Email us at <a href="mailto:help@uidai.gov.in">help@uidai.gov.in</a></li> <li style="margin-bottom: 10px;"> <b>Social Media</b> - X - @UIDAI, Facebook - Aadhaar, Instagram - aadhaar_official etc to lodge Complaint</li> </ul>	<ul style="list-style-type: none"> <li style="margin-bottom: 10px;"> <b>Web Portal</b> -  By lodging complaint through the webpage of UIDAI</li> <li style="margin-bottom: 10px;"> <b>Letter</b> - Write letter to UIDAI</li> <li style="margin-bottom: 10px;"> <b>Walk - in</b> -  By Visiting at Regional Offices</li> </ul>
---	--



- ▶ To create and maintain a common Customer Relationship Management (CRM) application to support individuals in addressing their queries and complaints.

### 3.19.2 Infrastructure and Technology of Aadhaar Sampark Kendra:

Currently Aadhaar Sampark Kendra consists of:

- ▶ **Toll-free-number 1947:** Toll Free Number '1947' is accessible across India. This short code is a category –I toll free number allotted by DoT to UIDAI. The short code 1947 is also used for inbound and outbound SMS services.
- ▶ **Contact Centre Infrastructure:** Contact Centre Infrastructure comprises Trunk lines, PBX solution, IVRS system, Automatic Call Distributor (for call distribution across

Call Centre Facilitators), Computer Telephony Integration Unit and Voice Logger system (100% calls are recorded for quality evaluation and training purpose). The IVRS interacts with the callers in duplex mode through synthesized recorded voice in Hindi/English/Regional Languages depending on state from where call is placed to service their enquiries. Hindi, English, Gujarati, Kannada, Marathi, Telugu, Bengali, Punjabi, Odia, Tamil, Assamese, and Malayalam languages are currently supported in IVRS. Following features are currently available in IVRS: -

- ▶ Frequently Asked Questions.
- ▶ Aadhaar enrolment status based on 14-digit EID search.
- ▶ Aadhaar update status with 14-digit URN number.
- ▶ Intelligent selection of language



# UIDAI's Chatbot AADHAAR Mitra

Based on AI/ML



To Interact with  
'Aadhaar Mitra'  
SCAN



-  Locate Enrolment Centre
-  Check Enrolment/ Update status
-  Track Aadhaar PVC card status
-  Register & Track Grievances



options on IVRS based on caller's area.

- ▶ Status of already logged Complaints.
- ▶ Know your Aadhaar number.
- ▶ Route calls to Aadhaar Sampark Kendra executive, if desired by the caller.

**3.19.3 Call Volumes:** Normally, UIDAI Contact Centers witness a call pattern of 1.60-1.75 Lakhs calls/day and 4,500-5000 emails/day. The volume varies with any major announcement by the Central to the State Government/s regarding use/linking/seeding of Aadhaar for a particular scheme/benefit resulting into sudden spikes. The traffic is likely to increase at least by 5% (year-to-year basis) of the current volume due to more enrolment, update and

authentication and seeding of Aadhaar with the Central Government Schemes/ benefits.

### 3.20 CHATBOT SERVICES

The AI/ML based Chatbot, called "Aadhaar Mitra" is popular among individuals and around 35,000 conversations on Aadhaar Mitra are happening on daily basis.

The new Chatbot comes with enhanced features like – check Aadhaar enrolment / update status, tracking of Aadhaar PVC card status, information on enrolment center location etc. Individuals can even register their grievances and track them using Aadhaar Mitra. "Aadhaar Mitra" is available in both English and Hindi languages.



## 4. DATA SECURITY AND PRIVACY

### 4.1 DATA SECURITY AND PRIVACY SAFEGUARDS

**4.1.1** UIDAI has a well-designed, multi-layer robust security system in place which is reviewed regularly and upgraded to maintain the highest level of data security and integrity. The architecture of the Aadhaar ecosystem has been designed to ensure data security and privacy, which is an integral part of the system from the initial design to the final stage. For further strengthening of security and privacy of data, security audits are conducted regularly and all possible steps are taken to improve the overall security posture of UIDAI.

**4.1.2** Utmost priority is accorded to the privacy of Aadhaar data which is evident from the fundamental binding principles on which Aadhaar has been designed and which have been further reinforced through the various provisions of the Aadhaar Act and the Regulations framed thereunder. Section 29 of the Aadhaar Act prohibits sharing or disclosure of core biometrics for any purpose other than the intended, violation of which is punishable under Section 37 of the Act with imprisonment of up to three years. Unauthorized access to the Central Identities Data Repository (CIDR) is punishable with imprisonment of up to 10 years (Section 38). Tampering of data in CIDR is also punishable with imprisonment of up to 10 years (Section 39). Additionally, UIDAI is ISO/IEC 27701 certified and complies with all the privacy requirements to strengthen its position as a data controller.

**4.1.3** Regulations under the Aadhaar Act have been notified to ensure that enrolment, authentication and other associated activities are carried out strictly in accordance with law. Aadhaar (Enrolment and Update) Regulations,

2016 ensure that enrolments are done under a secure process wherein the responsibility and accountability of all the agencies involved in the process are clearly defined. Further, the Aadhaar (Authentication) Regulations 2016 have been framed to ensure that authentications are done in secure conditions.

### 4.2 PRIVACY AND SECURITY BY DESIGN

**4.2.1** The architecture of Aadhaar has been intrinsically designed with the three cardinal principles of minimal information, optimal ignorance and federated databases to ensure data security and privacy. Aadhaar is inherently designed in such a manner to protect the informational privacy of the individual. This is ensured by the collection of minimal data at the time of enrolment with the consent of the Aadhaar number holder, and later at the time of update, to provide a unique identity, issue the Aadhaar number after biometric de-duplication, manage lifecycle changes of that identity record and provide an Application Programming Interface (API) for verifying the identity (online authentication) for various applications requiring identity verification.

**4.2.2** Following the principle of optimal ignorance, Aadhaar does not collect any other information or any such details that could be cause for concern for the privacy of a person. Aadhaar number is a random number with no built-in intelligence or profiling information. Also, as per the Aadhaar Act 2016, the Aadhaar card is required to be verified either in physical or electronic form by way of authentication or offline verification, or in such other form as may be specified.

**4.2.3** Aadhaar is only focused by design on



identity. Designing the Aadhaar system as a pure identity platform clears the clouds of confusion around possible misuse of Aadhaar for any other purposes while allowing the individual to use Aadhaar to prove his/her identity as and when required. This also provisions a digital platform to innovate and work out various applications and utilities that may be built upon the Aadhaar platform. During Aadhaar linking, also, the respective database carries out only Aadhaar based verification with the explicit consent of the Aadhaar number holder, but then that database does not share any information with UIDAI or with external agencies.

### 4.3 AADHAAR ENROLMENT THROUGH A SECURE PROCESS

**4.3.1** UIDAI has set up a nationwide infrastructure for the Aadhaar enrolment of Aadhaar number holders of India through a network of registrars and accredited enrolment agencies. The registrars are largely the Government departments, agencies,

central ministries, banks and public sector organizations. Enrolment agencies are selected through rigorous selection criteria. A Aadhaar number holder is enrolled by a UIDAI certified operator through UIDAI software under a highly robust, controlled, non-repudiable and secure process.

**4.3.2** Aadhaar number holders are enrolled for Aadhaar across the entire country through certified operators selected based on a rigorous examination and test process. The operator also has to obtain his/her Aadhaar number first and then sign each enrolment through his/her fingerprints and Aadhaar number. In this manner, a complete account is maintained as to which operator enrolled whom, where and when so that in case of any violation, accountability of the enrolment operator and agency can be immediately fixed. Then, the biometric data of people who are enrolled are matched against the entire database of the existing Aadhaar holders, which are presently more than 132.96 crore, and only when no match is found, Aadhaar

## AADHAAR NUMBER HOLDER'S DATA IS SECURE WITH UIDAI

- During Capture
- During Transmission
- At Rest in Data Centers





numbers are generated. Biometric matching of this scale is done in a time span of 24 hours.

**4.3.3** All enrolment data including biometrics are encrypted by a 2048-bit encryption key at the time of enrolment and are not accessible to any agency, except UIDAI, which can access these data only through a secure decryption key available to UIDAI only. So far, no incident of core biometric leakage from the UIDAI database in an unauthorized manner has been reported.

## 4.4 AADHAAR AUTHENTICATION THROUGH A SECURE PROCESS

**4.4.1** Aadhaar authentication responds only with a Yes/No answer. It allows applications to verify the identity claim by the Aadhaar number holder while still protecting their data privacy. A balance between 'privacy and purpose' is critical to ensure convenience and at the same time protect Aadhaar number holder's identity data. External user agencies do not have access to the Aadhaar database.

**4.4.2** Aadhaar e-KYC service allows Aadhaar number holder to authorize UIDAI to share an electronic version of their Aadhaar letter. For every Aadhaar e-KYC request, only after successful Aadhaar number holder authentication, demographic and photo data is shared in electronic format.

## 4.5 MINIMAL DATA WITH NO LINKAGE

**4.5.1** Since the Aadhaar system has data of all Aadhaar holders of the country in a central repository, it was designed to capture minimum data so as to provide only identity related functions (issuance and authentication). This design philosophy is derived directly from the fact that UIDAI respects the privacy of the Aadhaar number holders and does not hold or receive

non-essential data within its systems. Aadhaar is purpose-agnostic in manner. In addition to having minimal data (4 attributes-name, address, gender and date of birth; plus 2 optional data-mobile, email), this central database does not have any linkage to existing systems/applications that use Aadhaar.

**4.5.2** This minimalistic design essentially creates a set of data islands containing Aadhaar number holder data across various applications/systems (a federated model for Aadhaar number holder data) rather than a centralized model, eliminating the risk of a single system having complete knowledge of the Aadhaar number holder and his/her transaction history.

## 4.6 NO POOLING OF DATA

Aadhaar system is not designed to collate and pool various data and hence does not become a single central data repository having all knowledge about Aadhaar number holders. It has no linkage information (such as PAN, driver's license number, PDS card number, or EPIC number) to any other system. This design allowed transaction data to reside in specific systems in a federated model. This approach allows Aadhaar number holder information to stay in a distributed fashion across many systems owned by different agencies.

## 4.7 OPTIMAL IGNORANCE

**4.7.1** Aadhaar does not collect any other information like transaction details, authentication purpose, bank account number, bank details, likes or dislikes, caste, familial relations, religion, income, profession, property, education, mobiles (other than the one registered with UIDAI during Aadhaar enrolment for communication purposes or sending OTPs), or any such details which could be cause of



concern to the privacy of a person. By adopting the principles of privacy such as minimal data collection and purpose limitation, Aadhaar ensures the protection of Aadhaar number holder's information. Even the date of birth or any other information such as place of birth or residence using administrative boundaries (state/district/taluk) is not embedded in the Aadhaar number. Aadhaar number is a random number with no built-in intelligence or profiling information. 12-digit number has been adopted simply to cater to the needs of identification of the population for the next couple of centuries.

**4.7.2** Authentication is designed in such a way that neither the "purpose" of authentication nor any other transactional context is known to the Aadhaar system. Aadhaar authentication system is built to be a zero-knowledge system, automatically lending itself to transaction anonymity in order to protect the privacy of an individual without any compromise on security. Authentication of an Aadhaar number holder by an agency does not entitle the Aadhaar system to know the purpose for which authentication is carried out. Thus, the Aadhaar system does not know if the individual is a bank employee using Aadhaar authentication to mark daily attendance at work or operate an account or transfer money etc. UIDAI maintains the anonymity of the Aadhaar number holder.

## 4.8 NO LOCATION AWARENESS

Aadhaar authentication system does not have location awareness i.e., Aadhaar authentication is oblivious to the location from where the authentication request is sent thereby eliminating the risk of an Aadhaar number holder being tracked ensuring complete anonymity of the Aadhaar number holder's location and protecting her privacy.

## 4.9 FEDERATED DATA MODEL AND ONE-WAY LINKAGE

**4.9.1** By its very design, Aadhaar database does not have all domain specific transaction data and hence the Aadhaar number holder's specific transactional data remains federated across many user agencies' databases rather than centralized into a common database.

**4.9.2** It is also important to note that the various systems may have made references to the UIDAI (through the use of the Aadhaar number), but the UIDAI does not maintain reverse links to any of these systems. For example, while opening a bank account, the Bank will have the Aadhaar number, but UIDAI will not be privy to any data held by the Bank including the bank account number or any banking transaction details. Aadhaar seeding is, therefore, strictly a one-way linkage wherein the Aadhaar number is incorporated into the beneficiary database without pooling any data from the said database into the UID database.

## 4.10 SECURITY OF AADHAAR DATA

**4.10.1** UIDAI uses one of the world's most advanced encryption technologies in the transmission and storage of data. Aadhaar based authentication is robust and secure as compared to any other contemporary systems. UIDAI ensures data redundancy. Aadhaar system has the capability to inquire into any instance of misuse of Aadhaar biometrics and initiate action.

**4.10.2** No incident of breach or leakage of core biometrics from UIDAI servers has been reported. UIDAI keeps upgrading, and reviewing its security systems and safety mechanisms to make UIDAI more secure.

**4.10.3** Aadhaar data security is further



enhanced through regular information security assessments and audits of various eco-system partners. The periodic audits ensure that the ecosystem is secure and protected from legacy and new threats.

#### 4.11 UIDAI CERTIFIED AS ISO 27001:2013

UIDAI has established the Information Security Management System and has obtained the ISO/IEC 27001:2013 certification from STQC.

#### 4.12 UIDAI COMPLIANCE TO ISO/IEC 29100 : 2011 & ISO/ IEC 27701 : 2019

UIDAI complies to ISO/IEC 29100:2011 (Information Technology – Security Techniques –Privacy Framework for Central Identities Data Repository (CIDR) and is certified for ISO/IEC27701:2019 (Privacy Information Management System). All the controls that

apply to UIDAI in terms of privacy are duly considered and complied with by ensuring the protection of the Aadhaar number holder’s information as well as privacy.

#### 4.13 DECLARATION OF CIDR INFRASTRUCTURE AS “PROTECTED SYSTEM”

As per Section 70 of the Information Technology Act, 2000 (21 of 2000), the Central Government has declared the UIDAI’s Central Identities Data Repository (CIDR) facilities as Protected System. Security of UIDAI-CIDR information is of paramount importance for safeguarding Aadhaar number holder data. Confidentiality, Integrity and Availability of the information are maintained at all times through controls that are commensurate to the criticality of the information assets, to protect the information systems from all types of threats. The Security of UIDAI is also being proactively supported by the National Cyber Security Coordinator through cyber threat intelligence.





#### **4.14 GOVERNANCE RISK COMPLIANCE AND PERFORMANCE SERVICE PROVIDER (GRCP-SP)**

Governance Risk Compliance and Performance Service Provider is an independent monitoring agency on behalf of UIDAI to ensure compliance and security of the UIDAI ecosystem to lay down procedures as well as any future threats or risks that might arise. The vision of the GRCP framework is to facilitate the creation of a robust, comprehensive and secure environment for UIDAI to operate. To achieve the goals, the GRCP-SP provides UIDAI management with oversight of UIDAI and partner ecosystem in terms of visibility, effectiveness and control.

#### **4.15 INFORMATION SECURITY ASSESSMENT OF EXTERNAL ECOSYSTEM PARTNERS**

UIDAI Security has been enhanced further through regular Information Security assessments of various ecosystem partners. This includes all types of controls including privacy and data security to assess that the ecosystem partners are doing the needful to comply with the requirements.

#### **4.16 FRAUD MANAGEMENT SYSTEM AT UIDAI**

UIDAI has a well-designed, multi-layer approach and robust fraud management system in place. With the establishment of the Forensic lab, the fraud investigation capacity of UIDAI has increased substantially. In addition to this, UIDAI has a dedicated fraud and forensics team to closely monitor and investigate fraudulent instances. UIDAI Forensic Lab is accredited under ISO/ IEC 17025:2017 from NABL India.



## 5. AADHAAR – USAGE IN GOOD GOVERNANCE

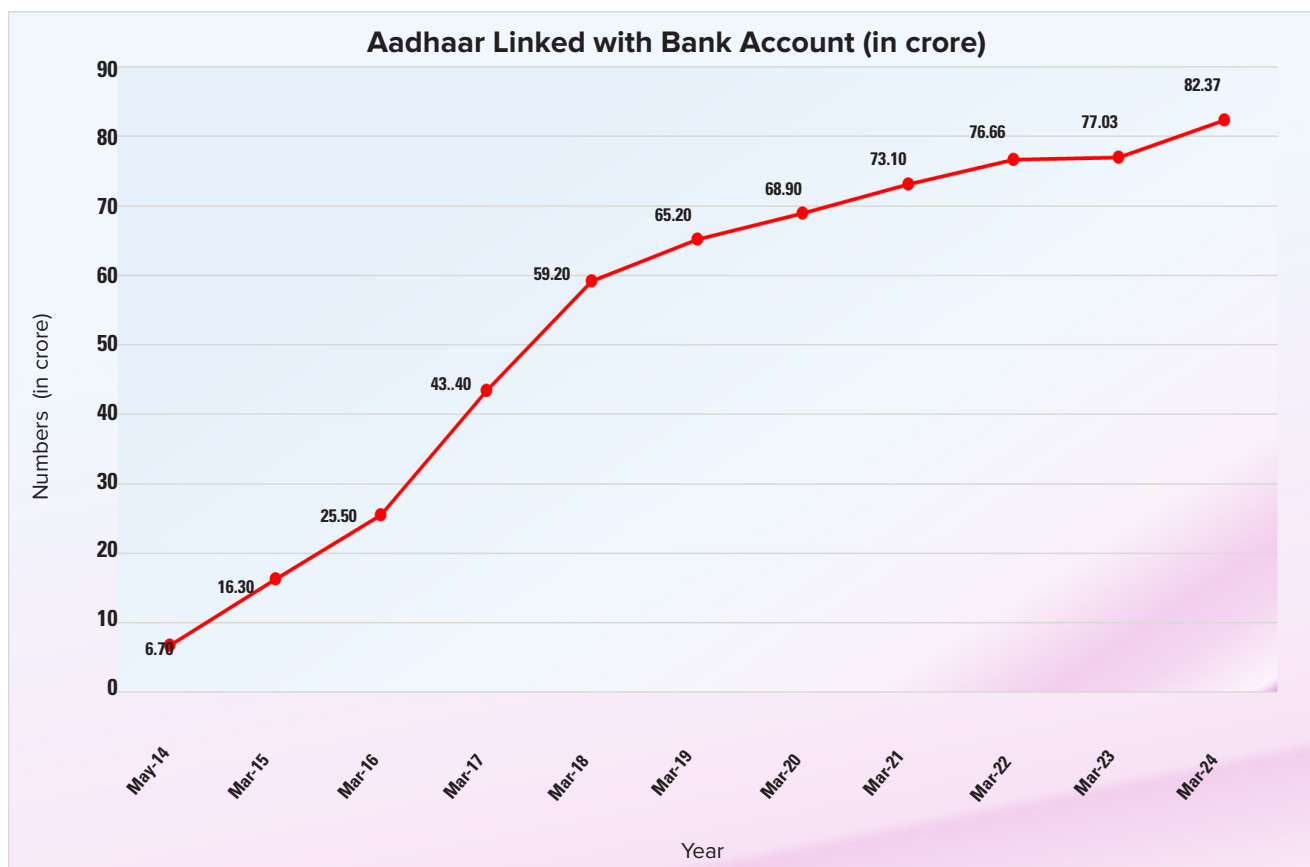
### 5.1 AADHAAR – A TOOL FOR GOVERNANCE REFORM

#### 5.1.1 Aadhaar for Financial Inclusion:

Aadhaar number is a unique digital identity which does not change over the lifecycle of an individual. When linked with a bank account, Aadhaar becomes the ‘financial addresses of an individual which helps to accomplish the country’s goal of financial inclusion. The 12-digit Aadhaar number is sufficient to transfer any payment to an individual’s bank account, thus eliminating the need to give other details viz. the bank account, IFSC Code and bank branch details to the Government/ Institutions. It also empowers an individual to decide in which bank account she wants to receive the funds under direct benefit

transfer (DBT), which can be changed by the beneficiary anytime by filling in a bank account linking form as approved by Indian Banks’ Association (IBA) and submitting a physical copy of his Aadhaar. With effect from 19th December 2017, certain changes have been done to make the process simpler and reduce the vulnerability of transfer of DBT linked bank account to any other bank without the knowledge of the account holder. As of 31 March 2024, 82.37 Crore Aadhaar have been uniquely linked with the bank accounts on NPCI mapper [Data Source: National Payment Corporation of India – NPCI]. Graph 10 provides the progress of Aadhaar numbers uniquely linked to bank accounts since May 2014 (Data source: NPCI).

Graph 10 - Progress of Aadhaar Uniquely Linked to Bank Accounts





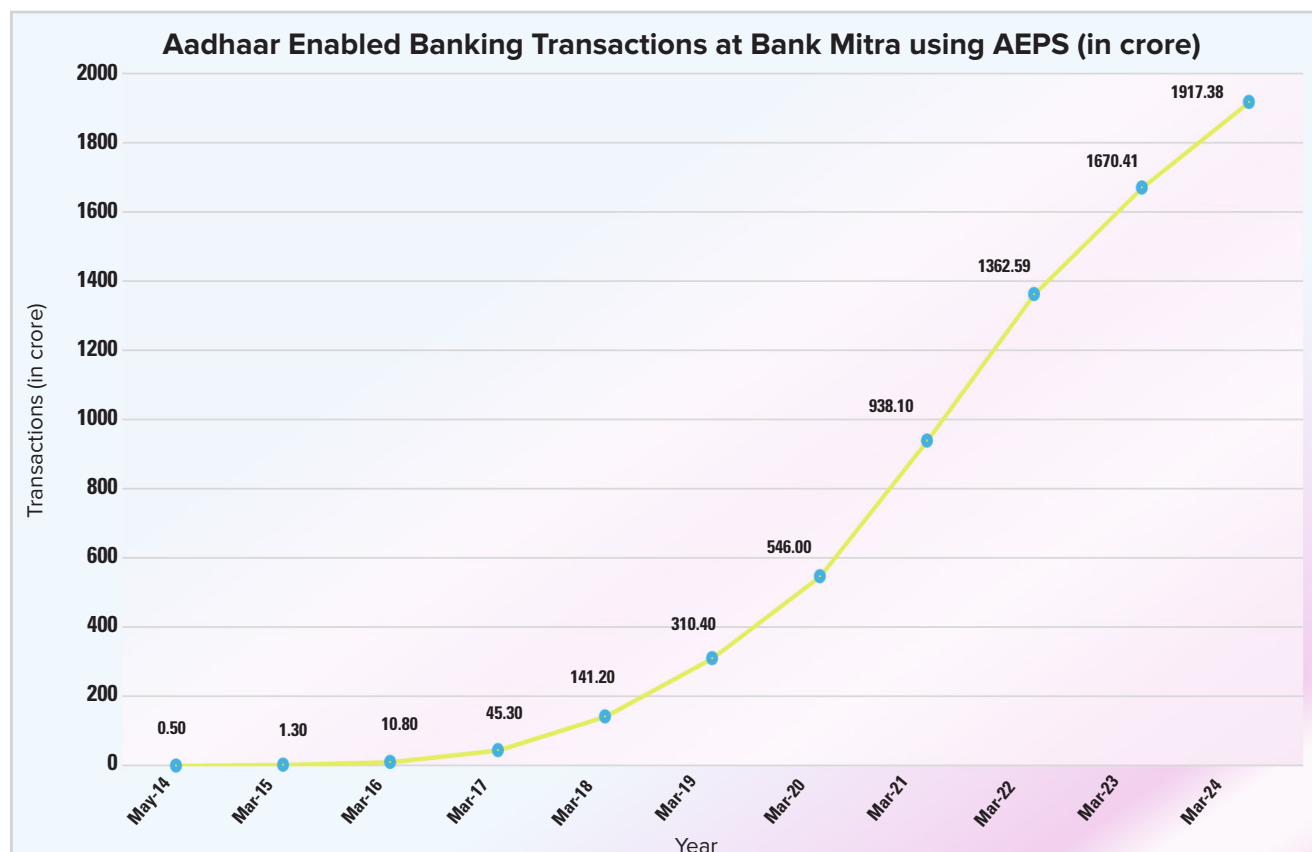
**5.1.2** Different types of payment systems using Aadhaar viz. AEPS, APB and BHIM Aadhaar have been developed and are being operated by National Payment Corporation of India (NPCI) using the banking platforms, which have significantly helped to achieve the financial inclusion in the country. These are briefly described in the following sections.

**5.1.3 Aadhaar Enabled Payment Systems (AEPS):** Aadhaar Enabled Payment Systems or AEPS is the platform used in the microATMs which are held by the Bank Mitras engaged by the banks for providing banking services at the doorsteps in remotest of the areas. AEPS helps an individual to do basic banking transactions by simply using his Aadhaar viz., withdrawal, cash deposit, transfer of funds from his bank account etc. Till 31 March 2024, over 1917.38 Crore successful transactions have been done

using the AEPS platform across nearly 44.34 lakh microATMs provided by 139 banks and Department of Posts. It is pertinent to note that cumulatively a growth of 14.78% were observed in the total number of AEPS transactions as compared to 2022-23. This had immensely facilitated providing door-step banking services and helped mitigate the hardships of the people due to COVID-19 pandemic. Graph 11 provides the progress of AEPS transactions on microATMs since May 2014 (Data Source: NPCI).

**5.1.4 Aadhaar Payment Bridge (APB):** Aadhaar Payment Bridge or APB is another payment system which is aimed primarily to dealing with the challenges related to banking transactions with benefits to both the stakeholders, namely, the Government and the residents. This is largely a Government-to-

**Graph 11 - Progress of AEPS Transactions since May 2014**





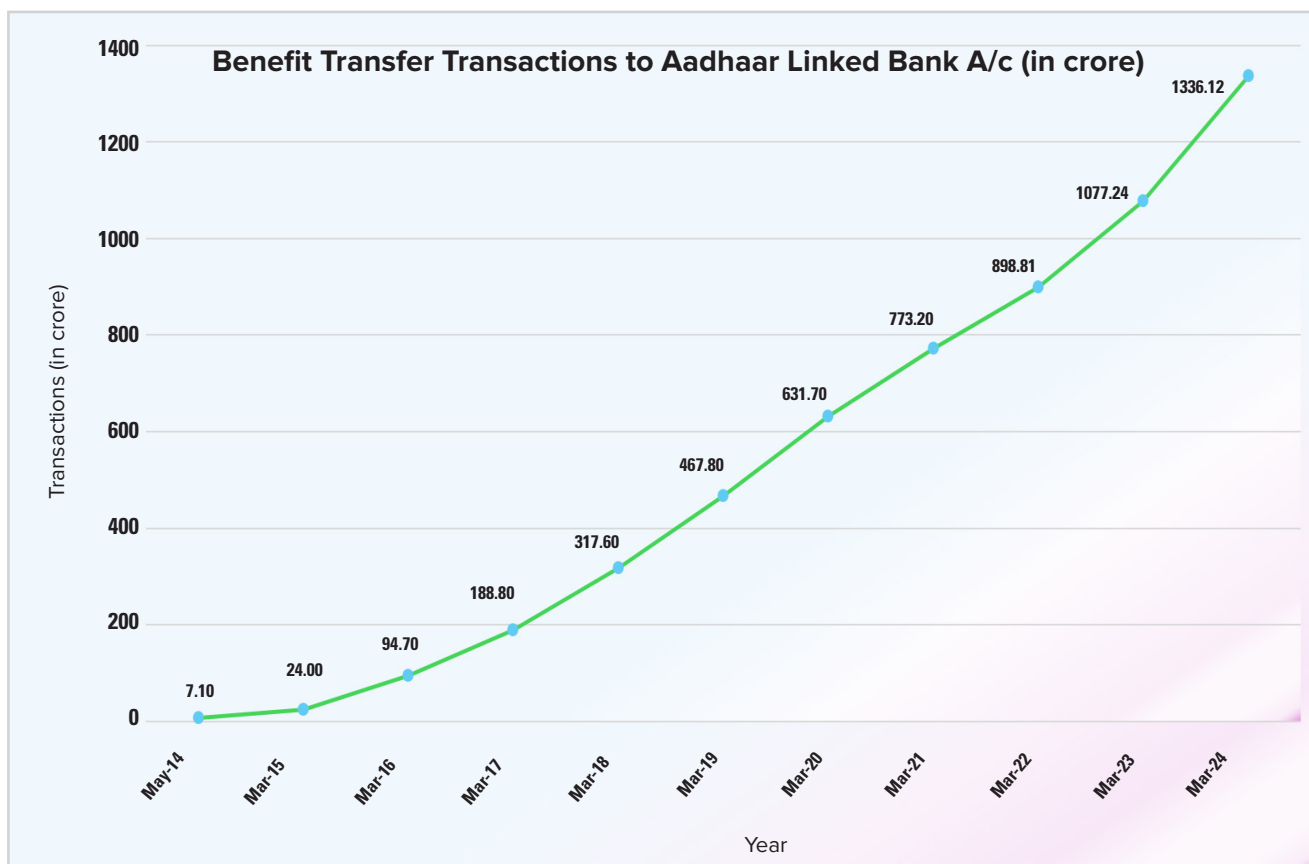
Citizen (G2C) and Business-to-Consumer (B2C) platform for remitting funds to an Aadhaar number holder by sending money to a recipient by just quoting his Aadhaar number. Bank account that is uniquely linked with Aadhaar through NPCI mapper, automatically receives the funds coming through APB platform.

**5.1.5** At the ecosystem level, APB has already achieved wide acceptance and is presently an RBI approved payment system. As on 31 March 2024, 1332 banks including all nationalized banks, regional rural banks and many co-operative banks were live on the APB platform. Cumulatively, 1336.12 crore transactions have successfully been carried out over APB, amounting to ₹12,59,293.93 crore, a growth of 44.99% over the previous year's volume (₹8,68,550.50 crore). Graphs

12 and 13 respectively provide the progress of APB in number of transactions and value of transactions since May 2014 (Data source: NPCI).

**5.1.6 BHIM Aadhaar:** Developed by National Payments Corporation of India, the Aadhaar-linked BHIM mobile app is based on the Unified Payment Interface. BHIM Aadhaar Pay enables the merchants to receive digital payments from customers over the counter through Aadhaar authentication. It allows for any merchant associated with any acquiring bank live on BHIM Aadhaar Pay, to accept payment from the customer of any bank by authenticating customer's biometrics. This has transformed the way payments are made in the hinterland, keeping them instantaneous, secure and truly digital.

**Graph 12 - Progress of APB Transactions**





**5.1.7** A merchant with a bank account and an ordinary low-cost android smart phone can become a digital merchant by acquiring a biometric device for about ₹2,000 and downloading the App from Google Play Store, thus enabling a merchant to take cashless payment from the customers. It is currently deployed by 74 banks and is actively being used by over 3.10 lakh merchants. It has cumulatively made about 9.75 crore transactions till 31 March 2024 (Data source: NPCI).

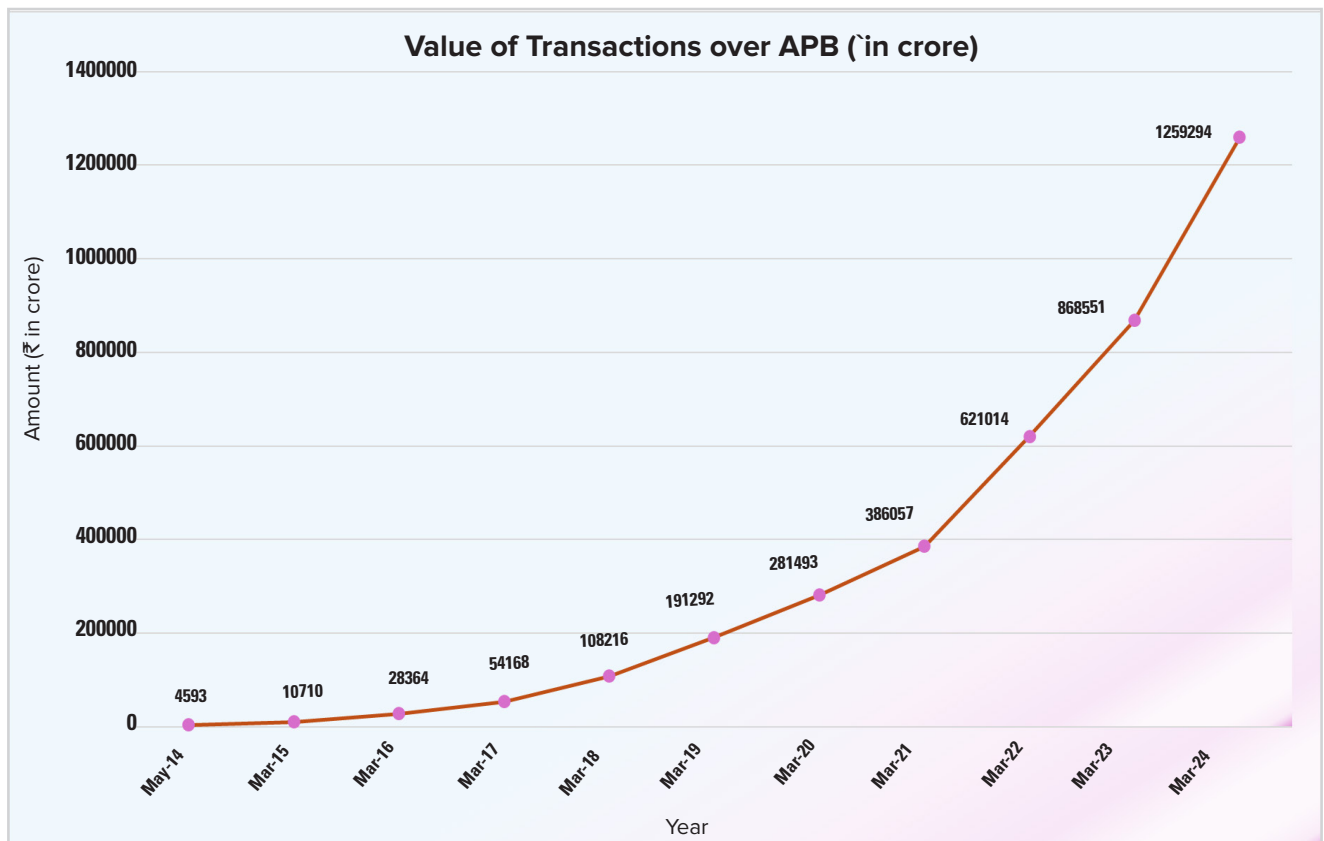
## 5.2 AADHAAR IN DIRECT BENEFIT TRANSFER (DBT)

**5.2.1** To achieve targeted delivery of welfare services in a more transparent and efficient manner, the Government of India had launched

Direct Benefit Transfer (DBT) through Aadhaar Payment Bridge (APB) and other channels during January 2013. JAM (Jan-dhan, Aadhaar and Mobile) trinity combined with the power of DBT has brought the marginalized sections of the society into the formal financial system, which has revolutionized the path of transparent and accountable governance by empowering the people.

**5.2.2** DBT has been implemented in phases for the Central Sector and Centrally Sponsored Schemes by leveraging on APB platform to transfer cash benefits to the beneficiaries directly in their Aadhaar linked bank accounts. As on 31 March 2024, multiple large central schemes including PAHAL, MGNREGS etc had paid over ₹12,59,293.93 crore through over 1336.12 crore successful transactions (Data source: NPCI).

**Graph 13 - Progress of Value of Transactions over APB**





## AADHAAR HELPED TO SAVE PUBLIC MONEY

*Aadhaar helps reduce pilferage/remove fake beneficiaries from the system*



### 5.3 USE OF AADHAAR UNDER SECTION 7 OF THE AADHAAR ACT 2016 FOR THE DBT SCHEMES

**5.3.1** Use of Aadhaar of the beneficiaries under the schemes funded from the Consolidated Fund of India or Consolidated Fund of State entails the concerned Department/ Ministry administering the schemes in the Central Government or the State Government to issue a notification in the gazette under section 7 of the Aadhaar Act 2016 [as amended through the Aadhaar and Other Laws (Amendment) Act, 2019] notifying the need of Aadhaar as an identification document. As per the decision of the Ministry of Electronics & Information Technology and the Cabinet Secretariat, UIDAI has been mandated to facilitate drafting and vetting of section 7 notifications by the central Ministries/Departments in compliance with the Aadhaar Act 2016, with due vetting by

the Legislative Department, Ministry of Law and Justice. Till 31 March 2024, a total of 50 central Ministries/Departments have issued 225 notifications covering 372 schemes (centrally sponsored or central sector) under section 7 of the Aadhaar Act 2016 (Data source: eGazette.nic.in).

**5.3.2** The Aadhaar and Other Laws (Amendment) Act, 2019 inter-alia amended section 7 of the Aadhaar Act 2016 to make it applicable for Consolidated Fund of State also. Accordingly, UIDAI had issued detailed guidelines to all States on 25th November 2019 regarding use of Aadhaar under section 7 of the Aadhaar Act 2016 by the State Governments for the schemes funded out of Consolidated Fund of State. The guidelines outlined the steps to be followed by the States while issuing the section 7 notifications using the standard templates separately for the adult and children beneficiaries. Till 31 March 2024, over 1770 schemes have been notified by various States/UTs under section 7.



## 5.4 USE OF AADHAAR UNDER SECTION 4 OF THE AADHAAR ACT 2016 (AMENDED) FOR PURPOSES PRESCRIBED IN THE INTEREST OF STATE

The Aadhaar and Other Laws (Amendment) Act, 2019 also amended section 4 of the Aadhaar Act 2016 to allow a requesting entity to perform Aadhaar authentication for such purpose, as the Central Government in consultation with the Authority, and in the interest of State, may prescribe. In pursuance of this amendment, the Aadhaar Authentication for Good Governance (Social Welfare, Innovation, Knowledge) Rules, 2020 have been notified on 5 August

2020, under which Aadhaar authentication for various schemes/initiatives of the Central/ State Government Ministries/Departments is allowed, on voluntary basis, in the interest of good governance, preventing leakage of public funds, promoting ease of living of Aadhaar number holders and enabling better access of services for them. Further, MeitY vide Circular No.13 (6)/2018-EG-II (Vol-II) dated 18.08.2020 has issued the application format and guidelines for submission of proposals for use of Aadhaar authentication under the aforementioned Rules. Since notification, 62 proposals of Central Govt. Departments and 163 proposals of the State Governments have been approved by 31 March 2024.



## 6. ORGANIZATIONAL MATTERS OF UIDAI

### 6.1 PREVENTION OF SEXUAL HARASSMENT AT WORK-PLACE POLICY (POSH POLICY)

**6.1.1** As per section 22 of the Sexual Harassment of Women at Workplace

(Prevention, Prohibition and Redressal) Act, 2013 along with the instructions issued by Department of Personnel and Training vide their O.M. No.11013/2/2014-Estt.A-III dated 2 February 2015, the requisite information for the year is provided below in Table 11.

**Table 11 - Prevention of Sexual Harassment of Women at Workplace (2023-24)**

S. No.	Description	FY 2023-24
1	Complaints of sexual harassment received in the year	02
2	Complaints disposed-off during the year	03 (02 no. of cases pertaining to 2023-24 and 01 no. of case pertaining to 2022-23)
3	Cases pending for more than 90 days	Nil
4	Workshops on awareness programmes for Prevention, Prohibition and Redressal of sexual harassment conducted during the year	03
5	Nature of action	All complaints were disposed by taking actions as per the recommendations of the Internal Complaints Committee (ICCs) formed at the respective offices of UIDAI

**6.1.2** In accordance with the said Act and its relevant rules/orders (including Vishakha guidelines laid down by Hon'ble Supreme Court), UIDAI has framed "Prevention of Sexual Harassment at Work-Place Policy" (POSH policy), which is available on UIDAI's official website [www.uidai.gov.in](http://www.uidai.gov.in).

**6.1.3** As per provisions of Section 4 of Chapter II of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, "Internal Complaint Committee" has been re-constituted in UIDAI due to completion of duration of three years.

### 6.2 IMPLEMENTATION OF OFFICIAL LANGUAGE POLICY IN UIDAI

**6.2.1** UIDAI is implementing Official Language Policy of Govt. of India in its Headoffice as well as in its all 8 Regional Offices and ensuring the compliance of the various provisions envisaged in the Official Languages Act and the Official Languages (Use for Official Purposes of the Union) Rules, as well as orders of the Government of India issued from time to time in this regard.

**6.2.2** During the year 2023-24, Four meetings



of OLIC were held at UIDAI Head Office under the Chairmanship of CEO and DDG(HR), UIDAI, in which among other items/subjects, progressive use of Hindi was discussed and decisions were taken to increase the use of Hindi in Head Office and as well as in Regional Offices of UIDAI. Necessary guidelines were issued for promoting the use of Hindi as per Government directions especially for original correspondence in Hindi to Region A, B, and C according to the targets prescribed in Annual Programme 2023-24 issued by Department of Official Language, Ministry of Home Affairs. Representation of senior officials from UIDAI, Head Office was also made in meetings of Town Official Language Implementation Committee, Delhi (Central-2) held on 24th August 2023 and 21st December 2023.

**6.2.3** During the period under review, 04 Hindi training workshops were organized for sensitizing officials of UIDAI on Official Language Policies/Rules and other subjects. More than 178 officers and staff participated in these workshops from various Divisions of Head Office.

**6.2.4** Hindi Pakhwara was organized from 14th to 29th September, 2023 in UIDAI Head Office and its Regional Offices. On the occasion of Hindi Diwas, a Hindi Sandesh from the desk of CEO, UIDAI was circulated to all offices/personnel of Authority. During Hindi Fortnight, five Hindi competitions were organized in which 291 officers/employees of UIDAI Headoffice actively participated. Annual Prize Distribution Function was organized on 29th Sep, 2023 at UIDAI Head Office and cash prizes & certificates were awarded to 26 winner officers/employees of Head Office by the Chief Executive Officer, UIDAI.

**6.2.5** To promote use of Official Language in official work, every year UIDAI carries out an incentive scheme for noting and drafting in

Hindi separately at Head Office and its Regional Offices. Under this scheme six employees of Head Office were found eligible for cash prizes as per scheme and winners were awarded cash prizes & certificates in Annual Prize Distribution Function held on 29th Sep, 2023.

**6.2.6** In compliance of targets prescribed in Annual Programme issued by the Department of Official Language, MHA/Govt of India for 25 percent Hindi Inspection within the organisation, the UIDAI Head Office OL/HR Team conducted inspection of 02 RO's (Lucknow and Bengaluru) on 4th & 5th March, 2024 and inspected 04 Divisions of UIDAI Head Office (Admin, KM, IS and Finance) on 7th and 8th March, 2024 respectively. Inspection reports with necessary suggestions & guidelines issued to all concerned.

## 6.3 CITIZENS' CHARTER

It is a tool for facilitating the delivery of services to citizens with specified standards, quality and time frame, with commitment from the organization to all its stakeholders. The Citizens' Charter is reviewed on a regular basis. Citizens' Charter is provided on the UIDAI's website at the following link: "[https://uidai.gov.in/images/Citizen\\_Charter\\_Jan24.pdf](https://uidai.gov.in/images/Citizen_Charter_Jan24.pdf)"

To download Citizen  
Charter SCAN



## 6.4 KNOWLEDGE MANAGEMENT SYSTEM

Knowledge Management Module (KMS) is an online community based platform developed by National Informatics Centre (NIC) to promote internal communications, better information exchange and teamwork amongst UIDAI staff. KM System has KM Dashboard where



latest office orders, circulars, tenders, other UIDAI related documents, etc. are uploaded by various divisions, Regional Offices and Managed Service Provider.

## 6.5 NODAL RTI CELL

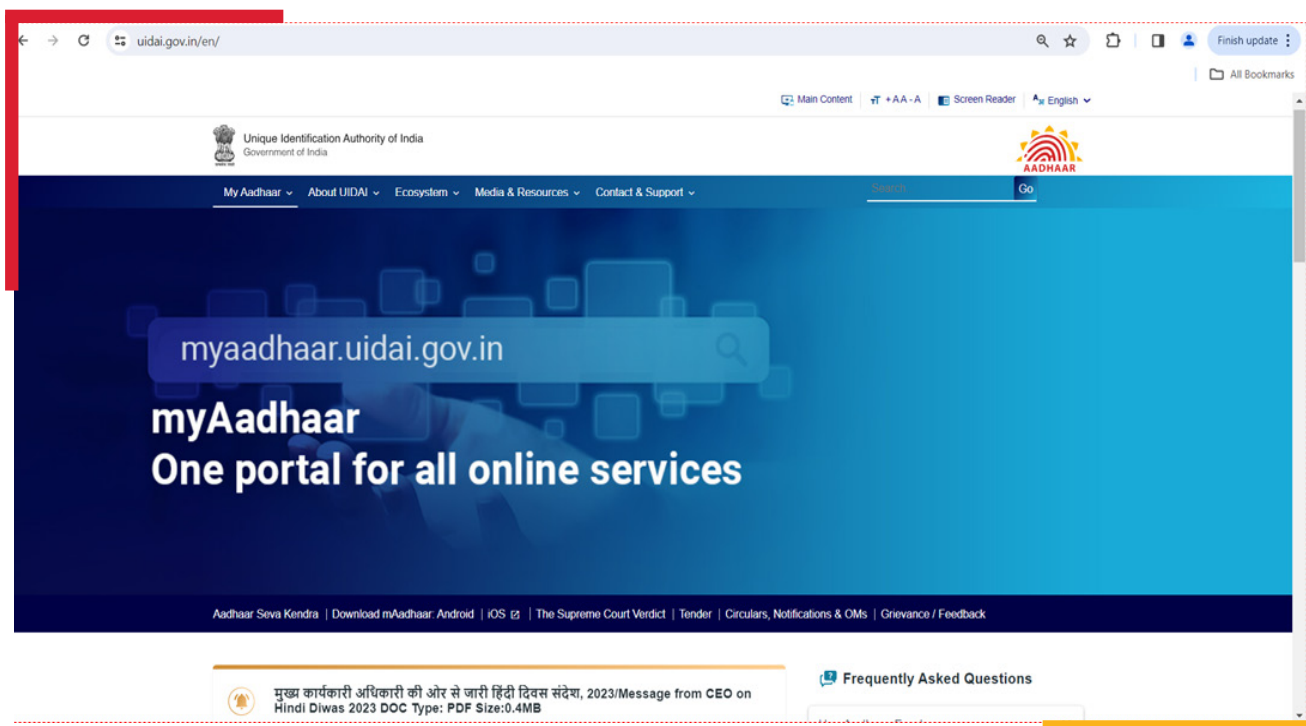
The Nodal RTI Cell under Coordination Division at UIDAI Head Office processes all online and offline applications/appeals/complaints as well as Central Information Commission (CIC) related matters, as per the Right to Information Act, 2005 (RTI Act). Also, Quarterly reports regarding the same are prepared and uploaded on CIC portal, as per its directions. During the year 2023-24, 3087 RTI applications and 367 appeals were handled by various Central Public Information Officers (CPIOs) and the First Appellate Authorities (FAAs) respectively. Transparency Audit for the year 2022-23 was conducted for UIDAI, as per directions of CIC. The list of all the Central Public Information Officers (CPIOs) and First Appellate Authorities (FAAs) of UIDAI is also maintained/updated

regularly along with other obligatory items as per the RTI Act, 2005 and are posted under "RTI" tab on the official website of UIDAI : [www.uidai.gov.in](http://www.uidai.gov.in).

## 6.6 UIDAI'S WEBSITE

**6.6.1** The UIDAI website (<https://www.uidai.gov.in>) is Aadhaar online service window for residents of India, as well as the primary web information centre for various ecosystem partners and the public at large. Bulk of residents in India seeks Aadhaar services and related information via mobile. In order to reach out to those mobile users and to ensure the accessibility of the Aadhaar services is improved, the UIDAI website and Aadhaar service portals have recently been revamped and made multi device friendly. In addition, the information is available in English, Hindi and 11 Indian regional languages for diverse demographics of the country. The landing page, home page of the website and other service portals are shown below and on next page-





### 6.6.2 UIDAI website has the following features:-

- ▶ The responsive UX to ensure mobile users have better user experience while accessing the Aadhaar services and information.
- ▶ Instead of placing the most sought after Aadhaar services deep within the website the UIDAI website provides direct access to Aadhaar online services up front. Crisper information architecture, seamless two step navigation, universally understandable labels and search feature ensure that the residents get access to the right information at the right time.
- ▶ Informative documents on Aadhaar enrolment, authentication technologies, UIDAI ecosystem that provide administrative and

technical details on enrolment and authentication systems/processes and various Aadhaar services are available on the website.

- ▶ Regular updates of latest news, press releases, videos, events, workshops and campaigns, FAQs, etc.
- ▶ The contact section in the website provides contact details of various divisions and functionaries at the Headoffice as well as at the Regional Offices, State Offices and Tech Centres.
- ▶ The website is integrated with Rapid Assessment System (RAS) of the Government of India, which provides the user a portal to share their feedback on the website and other available Aadhaar online services. The FAQs section on Aadhaar services is



contextually linked to specific Aadhaar services to provide guidance to the residents. FAQs on various topics are provided in 13 Indian languages, viz., – English, Hindi, Assamese, Bengali, Gujarati, Kannada, Malayalam, Marathi, Odia, Punjabi, Tamil, Telugu, and Urdu. The website displays analytics relating to the total numbers of Aadhaar generated and authentications done across country. The website is certified for CSS and HTML by W3C and it is also certified by STQC website quality certification as per GIGW 2.0. Social media section provides residents to view the latest updates and participate on the UIDAI's Facebook and Twitter pages.

### 6.6.3 UIDAI Website as Common Repository

The UIDAI website functions as a common repository of the following:

- ▶ Policies, guidelines, checklists and other on-boarding documents which are critical for ecosystem partners. The same is available in the Resources section.
- ▶ The Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016, and associated Rules, Regulations, Notifications and Circulars are prominently placed under Legal section.
- ▶ Terms of Engagement (TOE) with State and non-State Registrars, tenders and related documents for business users are available under enrolment documents and UIDAI documents in the Resources section.
- ▶ News, press releases, Aadhaar related campaigns, videos and FAQs,

in downloadable format, are available under Media section.

### 6.6.4 Single-point access to Online Aadhaar Services and other Portals

The UIDAI website also provides a direct link to the following services, analytics and business specific portals:-

- ▶ Locate an Enrolment Centres
- ▶ Book an appointment
- ▶ Check Aadhaar Status
- ▶ Download Aadhaar
- ▶ Retrieve Lost or forgotten UID/EID
- ▶ Order Aadhaar PVC Card
- ▶ Check Aadhaar PVC Card status
- ▶ Update Aadhaar at Enrolment/update Centre
- ▶ Check Aadhaar update Status
- ▶ Update demographics data and check status
- ▶ Aadhaar Update History
- ▶ Verify an Aadhaar Number
- ▶ Verify Email/Mobile Number
- ▶ Check Aadhaar Bank/Account linking status
- ▶ Virtual ID (VID) Generator
- ▶ Lock/Unlock Biometrics
- ▶ Aadhaar Lock and Unlock service
- ▶ Aadhaar Authentication History
- ▶ Aadhaar Paperless offline e-KYC
- ▶ Aadhaar Services on SMS
- ▶ Document Update.

**6.6.5 Aadhaar Dashboard:** The analytic dashboard displays the big data for Aadhaar enrolment, updation, authentication and e-KYC services.



## 6.7 UNIFIED MOBILE APP

UIDAI has released an upgraded version of mAadhaar App. The app is available in both Android and iOS version which offers an array of Aadhaar services like Order Aadhaar PVC Card, QR Code scanner, Appointment booking etc. The App provides a personalized section for the Aadhaar holder, who can carry

Aadhaar information in the form of a soft copy instead of carrying a physical copy of Aadhaar. Individuals with or without Aadhaar can install this App in their smart phones. However, to avail personalized Aadhaar services one has to register his/her Aadhaar profile in the App. For wide adaptability, the App has been made available in English, Hindi and 11 vernacular languages.



## 7. MAJOR HIGHLIGHTS AND INITIATIVES OF 2023-24

### 7.1 DOMESTIC AND GLOBAL OUTREACH

**7.1.1 G20 Summit:** The G20 Summit is held annually, under the leadership of a rotating Presidency. India held the Presidency of the G20 from 1st December 2022 to 30th November 2023. The G20 Presidency steers the G20 agenda for one year and hosts the summit and

meetings throughout the year among ministers, senior officials, and civil societies. It consists of two parallel tracks: the Finance Track and the Sherpa Track. To carry out the overall coordination of all G20 activities, a dedicated G20 Cell headed by DDG (Aadhaar Usage) was setup at UIDAI HO. UIDAI participated in the following G20 events :

S. No.	Duration	Event	Place
1	17 <sup>th</sup> – 19 <sup>th</sup> April, 2023	2nd DEWG (Digital Economy Working Group) Meeting	Hyderabad
2	12 <sup>th</sup> -13 <sup>th</sup> June, 2023	G20 DEWG: Global DPI Summit	Pune
3	9 <sup>th</sup> -10 <sup>th</sup> September, 2023	G20 Leader’s Summit	New Delhi

There was a G20 DPI Summit, which was held during the third meeting of G20 Digital Economy Working Group in Pune, Maharashtra from 12th to 13th June 2023. The objectives of the Summit was to build a better pragmatic understanding of DPI, to showcase remarkable DPIs of G20 members and invited countries and their impact on the national / global digital economy, to share the know-how and best practices of DPI. Building resilient DPI on Identities for empowering people was discussed under the Theme “Digital Public Infrastructure for Ease of Living, Ease of Doing Business and Ease of Governance” during this Summit.

G20 Leader’s Summit was held between 9<sup>th</sup> -10<sup>th</sup> September, 2023 at Bharat Mandapam, New Delhi. During the summit the Digital India Experience Zone was set up as a key attraction in G20 Summit and it aims to provide hands-on experience to the G20 delegates on Digital Public Infrastructure and success of Digital Transformation implemented in India at population scale. UIDAI showcased

implimentation of Aadhaar as DPI and Face authentication modality under the aegis of MeitY which attracted G20 delegates and International media.

**7.1.2 Global Fintech Fest (GFF) 2023, Mumbai:** UIDAI showcased its improved Face Authentication facility, powered by AI and ML engines, developed entirely in-house, under the theme of “reimagine Aadhaar authentication” at the Global Fintech Festival in Mumbai from 5<sup>th</sup> September to 7<sup>th</sup> September 2023. Partner use-cases were also demonstrated like that of attendance systems for beneficiaries of Mahatma Gandhi National Rural Employment Guarantee Scheme (MGNREGS) and customer acquisition process by banks. As part of GFF 2023, the UIDAI also facilitated an industry meet-up under the theme “reimagine Aadhaar #together” with executives of various fintech firms and associated ecosystem partners, with the intent to explore opportunities to collaborate, co-innovate and enable wider adoption of Aadhaar.



G20 DPI Summit

**7.1.3 Vibrant Gujarat Global Summit and Trade Show 2024:** UIDAI participated in the Vibrant Gujarat Global Summit and Trade show-2024 from 9<sup>th</sup> to 13<sup>th</sup> Jan-2024 in Gandhinagar. Honourable Prime Minister Sh. Narendra Modi Ji inaugurated the “Vibrant Gujarat Global Trade Show- 2024” with the aim of raising awareness among Aadhaar number holders about Aadhaar through Information Education Communication (IEC) activities based on Knowledge, Economy, and Techade themes.

Shri Praful Chhaganbhai Pansheriya, Honourable Minister of Parliamentary Affairs, Primary, Secondary and Adult Education, Higher Education, Shri Rushikesh Ganeshbhai Patel, Honourable Minister of Health and Family Welfare and Medical Education, Higher and Technical Education, Law, Justice, Legislative and Parliamentary Affairs. visited the UIDAI stall.

**7.1.4 Engagement with International bodies** :UIDAI has actively engaged with international bodies like World Bank, BMGF, ID4Africa etc in 2023-24 which provided an opportunity to

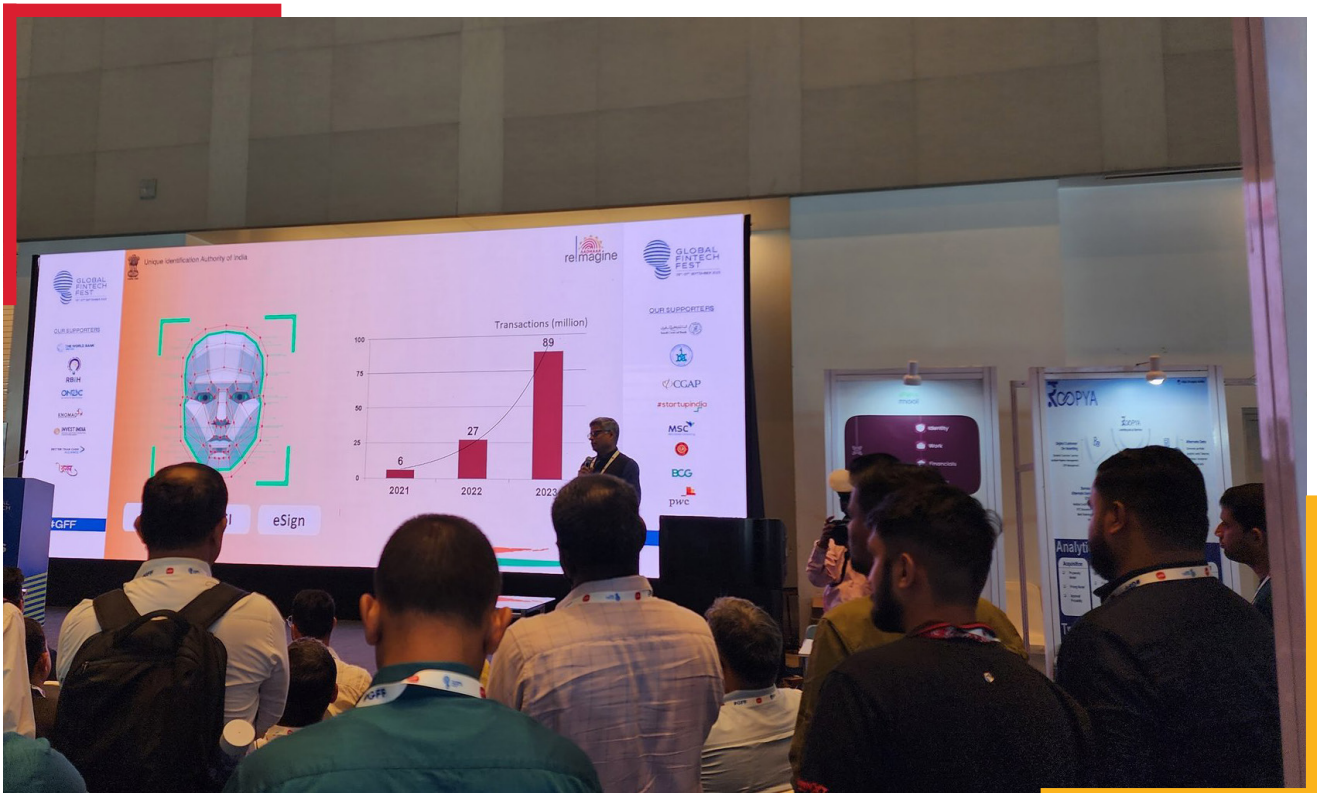
showcase Aadhaar and its strengths to a global audience. An active interest has been shown by some countries like Myanmar, Papua New Guinea, Trinidad and Tobago, Bangladesh, Tanzania, and Cuba in learning from UIDAI experience.

**7.1.5 Engagement with Government of Cuba:** An MoU was signed between Ministry of Electronics and IT, India and Ministry of Communications, Cuba on 19<sup>th</sup> January, 2024 for cooperation in the field of sharing successful digital solutions implemented at population scale for digital transformation. H.E. Mr. Wilfredo Gonzalez Vidal, First Deputy Minister (Minister of State) of Communications, Republic of Cuba held discussions on digital identity and related digital public infrastructure during his visit to UIDAI, HO on 19<sup>th</sup> January, 2024.

UIDAI had attended the session on “Digital Identity” during the XIX edition of the International Convention and Fair “Informática 2024” which was held from 18<sup>th</sup> to 22<sup>nd</sup> March, 2024 at Convention Palace in Havana.



Vibrant Gujarat Global summit



Global Fintech Fest Mumbai



## 7.2 STRENGTHENING OF AADHAAR ECOSYSTEM

**7.2.1** In pursuit of strengthening of the Aadhaar ecosystem, UIDAI has actively collaborated with several State Governments to develop infrastructure and applications that harness the potential of Aadhaar. As part of this ongoing endeavour, the documents and details submitted by adults applying for Aadhaar are being shared with the respective State Governments and Union Territories (UTs) for their concurrence before generating Aadhaar numbers. The process is being facilitated through NIC's Service plus platform. This expansion has ensured a consensus-driven and validated approach to data management, thereby enhancing the integrity of the Aadhaar database. Presently, this initiative is live for 33 States/UT's.

**7.2.2 Controlled Enrolment on the Aadhaar Platform :** The Aadhaar enrolment process, a crucial component of India's digital identification system, underwent significant enhancements to strengthen its security and integrity. Starting from 20th February 2023, the facility for new enrolment of adult was limited to restricted enrolment centres. This measure aimed to ensure the reliability and trustworthiness of Aadhaar data, and safeguarding the privacy and interests of individuals.

**7.2.3 Improving the accuracy of documents of Aadhaar number holders at UIDAI:** In August 2022, a decision was made to allow Aadhaar number holders to update their supporting documents in the Aadhaar database. This initiative aimed to ensure the accuracy of information by collecting the latest Proof of Identity (POI) and Proof of Address (POA) documents. Aadhaar number holders could conveniently submit their updates through

the myAadhaar portal and ECMP clients. This feature empowered Aadhaar number holders, improved data integrity, and increased the efficiency of maintaining Aadhaar records. Since its implementation, the Document Update feature has strengthened the Aadhaar system, reinforcing its reliability as a trusted identification system.

### **7.2.4 Integration with Unified Mobile Application for New-age Governance (UMANG):**

The UMANG app, a crucial component of the Digital India initiative, is designed to provide a wide range of government services to all citizens of India. It serves as a one-stop platform for accessing various government services, enabling users to make payments, complete registrations, search for information, and access application forms. With its user-friendly interface and round-the-clock availability, the app aims to make government services easily accessible to the general public online. The UMANG app plays a significant role in promoting digital governance and ensuring convenience for citizens across the country. Aadhaar Update History service has been incorporated on UMANG platform.

## 7.3 PROJECTS AND INITIATIVES BY UIDAI TECHNOLOGY CENTRE

For strengthening of Aadhaar Ecosystem, UIDAI Technology Centre has initiated various Projects/Activities to strengthen the Aadhaar eco systems in enrolment, Authentication process etc.

**7.3.1 Collaborative Quality Check:** Quality check (QC) is a crucial stage in the processing of enrollment and update (E&U) requests from applicants. At this stage, demographic and related documents such as Proof of Identity (PoI), Proof of Relationship (PoR), Proof of Address (PoA), and Proof of Birth (PoB) are checked for



quality by QC operators. Currently this process is being performed manually. UIDAI has also started to validate some of these documents with source of truth i.e issuing authorities of CBSE marks sheet and DL etc. Presently, EPIC/ Voter ID's are being validated with the EPIC portal. Furthermore, UIDAI is in the process of integrating APIs with CBDT, BOI, and Passport authority to verify PoI and PoA documents. This integration streamlines the verification process, expediting Enrolment and Update requests and enhancing the overall user experience.

**7.3.2 Deactivation of Aadhaars of deceased Aadhaar holders:** Since September 2023, UIDAI has implemented a process for deactivating the UIDs of deceased Aadhaar holders, triggered by communications from the Registrar General of India (RGI). This vital functionality ensures the timely and appropriate handling of deceased individuals' Aadhaar records, maintaining the integrity and accuracy of the database.

**7.3.3 HoF (Head of Family):** Since March 2024, significant enhancement have been made to the HoF enrolment and update process, fortifying and reinforcing it robustness. New relationship types have been introduced to include Spouse, sibling, child/ward for HoF based updates, which was hitherto restricted to only Mother, Father and Guardian. This is aimed to facilitate citizen services while simultaneously ensuring the reliability and security of the enrolment and update procedures enhancing the overall integrity and effectiveness of the system.

**7.3.4 Fisherman Aadhaar PVC card:** Fishermen often move from one station to another due to the nature of their work, making it challenging to receive their Aadhaar cards. To address this issue, UIDAI has initiated generation of Aadhaar PVC Cards for fishermen, ensuring delivery to Regional Nodal Officers of fisheries

department or individual addresses. This initiative aims to facilitate accurate delivery of cards, empowering fishermen to access essential services and enabling identification at sea by coastal security agencies.

**7.3.5 Improving the accuracy of Aadhaar number holders documents at UIDAI:** UIDAI introduced the Document Only Update feature in 2022 to update outdated documents. Aadhaar number holders can update their Proof of Identity (PoI) and Proof of Address (PoA) documents, thereby strengthening the Aadhaar database with the latest information. As an outreach program, personalized SMS's in local languages were sent to Aadhaar number holders. This free service is extended till June 14, 2024.

**7.3.6 UIDAI 2.0 initiative :** Redesign of Enrolment Process and Software Stack: As part of our redesign initiative, the backend infrastructure is undergoing a comprehensive transformation to accommodate the next wave of updates and enrollments, with a keen focus on scalability and predictability in request processing. While retaining the core principles of Aadhaar, the technology stack is being upgraded to leverage contemporary industry technologies and harness the capabilities of the private cloud. Here are some key aspects of the upgrade:

- **Redevelopment of the enrolment client:** significant enhancements have been made to the enrolment client to enhance security measures and ensure robust data protection. these improvements include transitioning to an online mode of operation, implementing frontend validations, and revamping the enrolment and packet creation processes to strengthen security around enrolment procedures



and preserve data integrity. furthermore, fraud detection measures have been seamlessly integrated from the ground up to safeguard transaction integrity. the client will also introduce a new set of protocols for data exchange.

- **Redevelopment of the Enrolment Server:** Concurrently with the Client redevelopment, the backend Enrolment Server is undergoing upgrades in both technology and features to align with online and exception-based offline journeys. This upgrade enables UIDAI to adopt a microservices architecture with localized integration of in-house developed AI/ML components for data validation. The new architecture will provide rich analytics capabilities, empowering both business and technology stakeholders for data-driven decision-making. This is a long-term technology overhaul project being executed in multiple stages to mitigate

any disruptions to services. As of the publication of this report, the upgrade has progressed through two versions, with the next version currently in the testing phase.

### 7.3.7 Enrolment Features :

- **Foreign National Enrollment:** UIDAI has successfully rolled out Enrolment feature for eligible Foreign nationals. In future this feature would be further fortified through integration with the BoI for online verification of the documents being provided for enrolment process.
- **NRI Enrolment with Foreign Address:** Through this feature enhancement, NRIs would be allowed to undertake enrolment and update of address of foreign soil. This feature once deployed and stabilized in production, will NRIs to get direct communication from UIDAI.
- **Child Enrolment Enhancements:** In the





Child enrolment process, collection of both the parents UID is being factored to improve the deduplication process. This feature is being tested and would be released to production in coming days.

**7.3.8 Audio Captcha in Aadhaar number holders Facing Portals:** UIDAI Introduces Audio Captcha in myAadhaar Portal, Appointment Portal etc to Facilitate Accessibility for Visually Impaired Individuals Seeking to Access Aadhaar Services which enables easy access and management of Aadhaar services, including updating demographic info, checking status, and more.

**7.3.9 Bhashini Translation/Transliteration API Integration:** In order to address the diverse linguistic needs of our users, UIDAI has integrated Bhashini translation API with our website on PoC basis, which supports 22 Indian languages. Additionally, to resolve challenges related to transliteration of names and addresses in different Indian languages, we are integrating the Bhashini Transliteration API with different enrolment clients. This integration will ensure accurate and seamless conversion of text across various Indian languages, thereby enhancing user experience and inclusivity within our systems.

**7.3.10 Rolling Out New Aadhaar Enrolment Kits (Aek) Specifications:** To Safeguard Data And Bolster Security, Uidai Has Introduced New Specifications For Aadhaar Enrolment Kits, Featuring Advanced Technologies Like: Trusted Platform Module (Tpm), High-Resolution Cameras, Registered Devices (Rd) And Liveness Detection, Gps Device With Encrypted Lat/Long Values Etc. These Enhanced Specifications Reflect Uidai's Commitment To Ensuring The Highest Standards Of Data Protection And Security In All Aspects Of Aadhaar Enrolment.

**7.3.11** UIDAI is constantly engaged in the enrolment and authentication processes, generating a substantial volume of analytics crucial for decision-making and product quality monitoring. This initiative is continually evolving, with plans to integrate rich analytics across all software platforms, from front-end to back-end systems, in the near future. The management of such vast data necessitates scalable platforms capable of efficiently ingesting, processing, and extracting intelligence from it. Moreover, there's a pressing need for decision-makers to access this data promptly, rather than waiting days for reports.

To address these challenges, UIDAI embarked on the Data Platform 2.0 initiative, resulting in the creation of "Strot". This platform, aptly named to reflect the streaming nature of analytics data and the requisite processing engines, boasts several noteworthy features:

- Incorporation of an Open-source Data Lake, serving as a repository for diverse analytics of data types. Furthermore, the Data Lake incorporates the Open Data Format (ODF), facilitating storage-compute segregation.
- Development of high-throughput stream processing capabilities, significantly reducing data availability latency from days to seconds. Notably, for select analytics events, data availability latency has been compressed to mere minutes as of the time of this report.
- Introduction of automated aggregation jobs for reporting purposes, leveraging top-tier open-source technologies such as Apache Spark and Apache Hudi. UIDAI has successfully implemented fault-tolerant batch processes for generating essential business reports.



- A significant enhancement to the data platform is the incorporation of an Apache Trino-based query engine, empowering data analysts to execute ad hoc queries and conduct analyses swiftly. This capability to process complex queries against billions of rows within minutes sets a new standard in data processing efficiency.

Strot facilitates various classes of data users through user interfaces tailored to their specific roles. Additionally, authentication tools are integrated into all visualization platforms to safeguard against unauthorized access to sensitive data.

### 7.3.12 Strengthening of Authentication process:

- **Finger Matching:** UIDAI has introduced several enhancements to its authentication process, aimed at improving accuracy and efficiency. These advancements include the development of a proprietary artificial intelligence and machine learning-based fingerprint matching algorithm, which is expected to increase the success rate of fingerprint authentication from approximately 78% to around 88%. This improvement is expected to reduce errors and enhance the overall authentication process.
- **Iris Liveness:** AI/ML based Iris Liveness model is also being developed in-house for enhanced fraud detection capabilities and protecting the security and privacy of the residents. This will prevent unauthorised access and authentication using Iris modality.
- **Face Authentication:** New Face RD APK version 1.0 has been deployed with im-

proved user experience and image capturing capabilities. The face modality has seen considerable increase in adoption as a factor of authentication among the user agencies increasing the number of transactions from around 1 crore per month to more than 4 crore per month. Presently, 52 entities are using the face modality for authentication purposes.

- **Fraud Management:** To protect the privacy of residents and to prevent any misuse of resident's identity information, various measures have been taken to prevent frauds during authentication. New and improved AI/ML based fraud detection models in finger and face have been deployed and for Iris the model is under development. In addition, through advanced data analytics platform, presently under development, suspected fraudulent activities can be identified in real-time and such devices may be suspended temporarily until further investigation thereby protecting the security and privacy of Aadhaar Number Holders.

### 7.3.13 Updates of Aadhaar number holders:

Authentication applications has undergone significant developmental changes, resulting in a notable improvement in the turnaround time for updating various enrolments/updates in the authentication database. This enhancement enables updates to be processed within a few hours, thereby mitigating grievances and improving overall efficiency. Overall, these enhancements aim to improve the accuracy and efficiency of the authentication process, reducing errors and improving the overall experience of individuals holding Aadhaar.

### 7.3.14 Strengthening of accuracy of de-du-



**Application process:** To uphold the stringent standards of accuracy in the biometric de-duplication process, a facial modality has been integrated alongside fingerprint and iris modalities effective from January 2nd, 2023. The introduction of this new Indigenous Automatic Biometric Identification System (ABIS) has significantly bolstered our capacity to manage a daily traffic volume exceeding 1 million. Moreover, the enhanced features of the new ABIS include liveness checks and quality parameters, enabling the identification of mixed biometrics, irregular capture instances, and presentation attacks.

To further ensure the reliability of adult enrolments, each adult enrolment packet undergoes thorough biometric de-duplication across all three ABIS systems. In addition every adult enrolment packet is routed through the State portal for comprehensive field verification by State authentication.

**7.3.15 Fraud management:** UIDAI is meticulous in addressing potential misuse or fraud related to Aadhaar. A concerted and deliberate effort has been made to develop processes and models to detect and prevent frauds associated with enrolment, update, and authentication. The approach to combating fraud is dynamic, informed by various sources including in-house discussions, reports, research papers, and field learnings. A dedicated team is stationed in Bangalore and the headoffice for monitoring, analyzing, and proposing long-term solutions. UIDAI remains abreast of the latest advancements in the global technology environment for fraud management.

**7.3.16 Upgrading Datacentres with Ultra High Density (UHD):** UIDAI successfully upgraded its existing datacentres from High Density (HD) area to Ultra-High density (UHD) area at its

Hebbal Data Centre (HDC) and Manesar Data Centre (MDC). This has reduced the DC footprint from 260 Racks to 80 Racks and improved the efficiency of the processing capability.

**7.3.17 On Premise Private Cloud Infrastructure:** UIDAI has built one of India's largest Open source on-premise Private cloud. It's implemented in the Ultra High Density (UHD) data centres situated at Hebbal, Bengaluru and Manesar, Haryana for optimization of infrastructure installed and operational. The GTB (Go to Business) has been drastically reduced from 15 days to 2 hours. Centralized portal for provisioning infrastructure with extreme automation capability.

**7.3.18 Application Migration:** UIDAI has migrated around 30 Peta Bytes of data to the open-source cloud, which is the largest Data centre migration in India. UIDAI has migrated around 300 applications which were running on monolithic architecture to micro-service based Cloud & Container architecture, which has the capability to scale up horizontally to meet dynamic usage patterns.

**7.3.19 Software Defined Network (SDN) and Software Defined Storage (SDS):** UIDAI implemented Open source SDN solution for containerization, virtualization and bare-metal workloads which provides Scalability to extend horizontally by using pure layer 3 networking and a fully distributed control plane. Simplicity by using proven existing Linux and BGP technologies. Advanced security features via template network policies and a zero-trust philosophy. UIDAI implemented an enterprise-grade version of software-defined storage, which is a consistent, partition tolerant and eventually available open-source storage solution, developed by technology giants and experts.



## 7.4 HIGHLIGHTS IN AUTHENTICATION ECOSYSTEM FOR 2023-24

### 7.4.1 Service Delivery:

- **PM Kisan:** PM-Kisan started disbursing PM-KisanSamman Nidhi using Face Authentication in June, 2023 and since then ~ 37 Lakh transactions have been performed using face authentication. This has provided unique solution for Worn-out fingerprints, instant e-KYC, and hassle free DBT disbursement for farmers.
- **Pradhan Mantri Awas Yojana (Urban):** PM-AWAS(U) started using Face authentication in May 2023 and since then ~ 32 Lakh face authentication transactions have been performed eliminating the need for physical documents and paperwork and reducing wait times for beneficiaries. This helps in Establishing trust and transparency in the distribution of benefits, ensuring that they reach the intended beneficiaries in a timely manner by reducing the risk of fraudulent claims and corruption.
- **National Health Authority:** National Health Authority initially integrated the Face authentication in Co-WIN application which was launched during October, 2021 for registration purposes. Further, NHA extended the use of Face authentication for registration of beneficiaries under PM-JAY (Pradhan Mantri Jan Arogya Yojana) the world's largest health assurance scheme to avail cashless treatments at hospitals. Total numbers of ~2 Cr transactions have been recorded using face authentication in FY-23-24. Similarly, 1.46 Lakh transactions were recorded using Face Authentication in Odisha's Biju Swasthya Kalyan Yojana (BSKY) to provide treatment in hospitals and health centres across the state of Odisha.
- **Pradhan Mantri Matru Vandana Yojana (PMMVY):** PMMVY recently started using face authentication to disburse cash incentives to pregnant women and lactating mothers through anganbadi's making it easier and comfortable for the women to access the benefits digitally hassle-free. Total number of 4133 transactions has been recorded.
- **DoITC Rajasthan :** Rajasthan Social Security Pension (RajSSP)- Face Authentication is used for disbursing social security pension benefit to beneficiaries implemented by the Social Justice and Empowerment Department, (SJED) Government of Rajasthan. A total of 13.16 lakh transactions have been recorded in the current financial year using face authentication in DoITC Rajasthan.
- **Jagananna Vidya Deevena (GVVW & VSWS) Govt. Andhra Pradesh:** Scholarship Disbursement under a Fee-reimbursement scheme launched by GoAP to all eligible Higher-Education pursuing students. The amount is disbursed to the Mother/Guardian of the Student which in turn paid to the Colleges/ Institutions by using face authentication. Total of 5.63 cr transactions have taken place in the above two schemes under GVVW & VSWS in FY23-24.
- **Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA)** is a social security scheme that provides employment opportunities to rural households in India. UIDAI's Face Authentication is envisaged to be used in



MGNREGA (currently in pre-production) to improve the implementation of the scheme and prevent frauds like impersonation. This will ensure that the benefits of the scheme are reaching the intended beneficiaries.

#### 7.4.2 Financial Services, Telecoms and others

- **Banking/Finance (NBFC's):** Face Authentication is used in customer account opening & banking related service delivery for various banks which provides ease of use and hassle-free banking to the customers. Many banks are using face authentication in AePS transactions (deposit and withdrawals). In addition NBFC's are using Face Authentication for customer's e-KYC. A total of 30.07 lakh transactions have taken place in the current financial year using face authentication covering all banks on boarded to use face authentication.
- **Telecom:** Telecom service providers are using face authentication for customer's e-KYC to issue Sims. A total of 6 Cr transactions have taken place in the FY 2023-24 covering all telecom service providers.

#### 7.4.3 Good Governance :

- **Welfare of Pensioners:** Jeevan Pramaan provides a biometric enabled digital service for pensioners to generate digital life certificate (DLC). Face authentication in Jeevan Pramaan was launched during October, 2021 to facilitate pensioners of Central Government, State Government or any other Government organization for generation of Digital Life Certificate

using Face Authentication thus promoting "Ease of living". During FY 2023-24, in DLC 2.0 campaigning ~15 Lakh+ pensioners generated digital life certificate using face authentication.

- **Skill Development:** U.P. Skill Development Mission uses face authentication for the attendance of candidates enrolled in skilling activities majorly in jails for prisoners in the state of Uttar Pradesh. Total 1.51 Lakh transactions have been recorded in FY 23-24.
- **Employee Attendance:** State Govt offices and central Govt departments are using Face Authentication to mark attendance from their personal devices and hence avoiding the touch factor at the terminals avoiding wait time and queue's in the peak office hours.

### 7.5 CRM DIVISION HIGHLIGHTS IN 2023-24

**7.5.1 CRM Division:** CRM Division has awarded the Contract for Operating Contact Centre Services to Contact Center firms (CCFs) as per RFP for Operating Contact Center of UIDAI on 03.01.2024.

**7.5.2 CPGRAMS -:** UIDAI was ranked among the top 10 Ministries/ Departments in disposal of grievances received through CPGRAM. Average grievance redressal time is 14 days compared to average 16 days of all Ministries/ Departments.

### 7.6 MAJOR HIGHLIGHTS OF HUMAN RESOURCE DIVISION

**7.6.1 UIDAI Medical Reimbursement Scheme (UIDAI-MRS) :** As stipulated in Regulation 15 of Unique Identification Authority of India (Salary,



Allowances and other Terms and Conditions of Service of Employees) Regulations, 2020, Employees of the Authority shall be entitled to medical facilities as specified in the Second Schedule annexed to these regulations. Accordingly, in line with the guidelines contained in the Second Schedule, a medical scheme namely UIDAI Medical Reimbursement Scheme (UIDAI-MRS) has been formulated and implemented by UIDAI for the officers/officials of UIDAI.

The scheme came into effect from 1st April, 2023. Based on the consent given, more than 208 Healthcare organizations (HCOs) have been empanelled to provide medical facilities as per the norms of CGHS. The process to have agreement on same lines with other HCOs in Delhi NCR region as well as at the places of UIDAI Regional Office locations is under

process. The scheme is in addition to the medical facility provided by UIDAI under CGHS to the eligible officers/officials.

**7.6.2 e-HRMS** : The e-Human Resource Management System (e-HRMS 2.0) of Department of Personnel & Training (DoPT) has been implemented in all offices of UIDAI. The profiles of UIDAI officers have been validated and the system is functional in UIDAI.

**7.6.3** 24 Young Professionals have been selected in the F.Y 2023-2024 from premier technology institutions across the country viz. IITs, NITs etc to strengthen the technical team of UIDAI.

**7.6.4** During the year 2023-24, Human Resource Division, UIDAI HO has organized the following Major Workshops/ Trainings/ Events:

Date	Workshops/ Trainings/ Events
30 May 2023	Sensitization on Provisions of POSH Act, 2013 (Prevention, Prohibition, Redressal) of Sexual Harassment of Women at workplace
06 July 2023	Free Health Checkup Camp on Cardiology and Pulmonology along with on site tests at UIDAI HO by National Heart Institute, New Delhi
10 August 2023	Workshop on POSH Act in UIDAI HO
21 August 2023	Free Dental Camp at UIDAI HO by The Healing Touch Dental Care
23 August 2023	Workshop on Functioning of UIDAI to Assistant Secretaries (IAS 2021 batch)
27 September 2023	Annual Rajbhasha Award ceremony conducted during Hindi Pakhwada to felicitate the winners of competitions held during Hindi Pakhwada and for the winners of annual Hindi Incentive
09 October 2023	Training Session on "Preventive Vigilance"
10 October 2023	Training Session on "Ethics & Governance"
31 October 2023	Lecture/ talk on "Awareness building about PIDPI Resolution" by Director, CVC, New Delhi
8 January to 19 January 2024	Information Security Awareness Training for Government/ Contractual Officials across all locations
8 January to 23 January 2024	Orientation Training for Government Officials deployed in UIDAI



## 7.7 MAJOR HIGHLIGHTS OF ADMINISTRATION DIVISION

### 7.7.1 Some major highlights of Administration division are :-

- Implementation of attendance marking through Face Recognition on personal mobile (Android version) at UIDAI.
- Camp Office Patna converted into State Office, Patna
- Aadhaar Residential Complex, located at Pandit Deen Dayal Upadhyaya Marg, New Delhi has been inaugurated

on 16.10.2023 and accommodations allotment to the interested Officials has already been started, as per eligibility. So far 29 Flats have been occupied

- Green Rating for Integrated Habitat Assessment (GRIHA) Rating UIDAI, HQ Building: UIDAI HQ building is holding permanent Five star rating w.e.f. 12 Oct 2020 for five years
- During the year 2023-24, Administration Division, UIDAI HO has carried out the following activities on days of National Importance. These are listed below in the table

Date	Event
02 June 2023	Brainstorming session on strategy to further strengthening of Aadhaar, Citizen Centricity and promoting Usage of Aadhaar
21 June 2023	9th International Yoga Day
15 August 2023	Flag hoisting on Independence Day
29 August 2023	National Sports Day on 25th and 29th August 2023
02 October 2023 to 31 October 2023	Special Campaign 3.0 for institutionalizing Swachhata and minimizing pendency in Government Offices.
31 October 2023	Rashtriya Ekta Diwas (National Unity Day).
06-11 November 2023	Swachh Diwali Shubh Diwali 2023
25 November 2023	Observance of the Communal Harmony Campaign Week from 19th to 25th November 2023 and Flag Day
26 November 2023	Celebration of Constitution Day
01 December 2023 to 07 December 2023	Contribution to Armed Forces Flag Day
26 January 2024	Flag hoisting on Republic Day
01 February 2024 to 15 February 2024	Observance of Swachhata Pakhwada from 1st to 15th February, 2024.
08 March 2024	Women's Day Celebration
22 March 2024	Poshan Pakhwada 2024 (9-23 March) Poshan Bhi Padhai Bhi



Yoga Day Celebrations – 2023



Yoga Day Celebrations – 2023



Independence Day celebrations – 2023



National Sports Day – 2023



National Sports Day – 2023



*Special Campaign 3.0 for institutionalizing Swachhata – 2023*



*National Unity Day – 2023*



Inauguration of Aadhaar Housing Complex – 2023



Inauguration of Aadhaar Housing Complex – 2023



Republic Day – 2024



*International Women's Day celebrations – 2024*



## 8. FUTURE PLANS

### 8.1 TECHNOLOGY DEVELOPMENT

#### 8.1.1 Law Enforcement Agency (LEA) Portal:

The ongoing development of the LEA Portal application signifies UIDAI commitment to effectively manage cases concerning illegal Aadhaar holders. Through close collaboration with key stakeholders such as the Bureau of Immigration (BoI) and Ministry of Home Affairs (MHA), UIDAI is diligently working to ensure the seamless integration of relevant processes and systems. This initiative is paramount in upholding the integrity of the Aadhaar system and mitigating unauthorized usage, further reinforcing our dedication to maintaining security and compliance standards.

**8.1.2 mAadhaar Application redesign:** At UIDAI, we are embarking on a pivotal transition

as we move from the current mAadhaar platform to a purpose-built application designed to cater comprehensively to the needs of Aadhaar number holders and their families. This new application will retain key features from myAadhaar while prioritizing seamless accessibility and 100% availability of services, ensuring convenience and reliability “Anytime, Anywhere.”

**8.1.3 Core API:** Enhancements to API performance and the implementation of lightweight design changes are being implemented to achieve faster response times, thereby benefiting overall resident-facing applications. These improvements are geared towards optimizing user experience by ensuring swift and efficient access to Aadhaar services.





## 8.2 TECHNOLOGY OPERATIONS

### 8.2.1 Strengthening of Aadhaar Authentication ecosystem:

- The migration of database storage from proprietary software (MapR) to open-source technology (Ceph Data Storage) is currently underway. Simultaneously, authentication applications are being transitioned to a private cloud-based environment utilizing open-source and container-based technologies. This strategic initiative aims to streamline operations, enhance automation, and deliver improved services to both businesses and government agencies.
- Registered devices featuring Trust Execution Environment (TEE) based architecture have been implemented to ensure heightened security and privacy

of residents' biometrics during field data capture for authentication purposes.

- An MoU has been established with the Centre for Development of Advanced Computing (CDAC) to collaborate on the development of a blockchain-based solution. This initiative aims to record and utilize consent, thereby empowering residents to exercise greater control over their personal identity information.
- A Proof of Concept (PoC) has been initiated with QNu Labs to explore the integration of quantum-based cryptography solutions within the Aadhaar ecosystem. This endeavour seeks to enhance the security and resilience of the Aadhaar system against emerging quantum computing threats.
- Enhancements are underway to bolster





the fraud detection system within the authentication ecosystem through the deployment of in-house developed AI/ML applications and advanced data analytics pipelines. These developments aim to enable real-time fraud detection, thereby mitigating risks associated with Aadhaar usage across diverse applications.

**8.2.2 Indigenous ABIS:** The Unique Identification Authority of India (UIDAI), in collaboration with IIIT Hyderabad, is currently in advanced stages of developing an Indigenous Automatic Biometric Identification System (ABIS). UIDAI has conducted extensive testing on individual biometric matching accuracies and features, demonstrating conformity with international standards for accuracy. This initiative marks a significant milestone towards achieving self-reliance in biometric solutions.

The Indigenous ABIS is envisioned to possess a more agile design, capable of swiftly adapting to emerging challenges in biometrics such as fraud, poor-quality biometrics, and deep fakes. This development signifies a proactive approach towards addressing evolving threats and ensuring the robustness of biometric identification systems.

**8.2.3 Re-Design of MDD Eco-system:** Technological advancements have necessitated the revitalization of the Manual De-Duplication (MDD) workflow, employed its current throughput of approximately 300,000 transactions per day falls short. This will enable a scalable system to accommodate a daily requested throughput of around 1 million transactions. The revamped system will introduce several enhancements, including improved operator accuracy verification, guided decision-making support, integration of multiple biometric verification algorithms, and advanced fraud analytics

capabilities. This holistic transformation aims to modernize the MDD workflow, ensuring it aligns with contemporary technological standards and efficiently meets the escalating demands of biometric adjudication.

**8.2.4 Perimeter Security Controls Upgrade:** UIDAI is in the process of upgrading/replacing existing Perimeter controls for its Data Centres and Tech Center Offices at Bengaluru (Karnataka) and Manesar (Haryana).

**8.2.5 Computational Upgrade:** UIDAI identified the requirement of using AI based deep Learning GPU Accelerators with optimal performance for AI and high performance computing workloads. The N:N deduplication exercise is to be carried out on the new computational facility using in-house developed AI/ML models. The development of Indigenous ABIS is also planned to be carried out using the new GPU based upcoming facility.

## 8.3 HUMAN RESOURCE DIVISION

### 8.3.1 Centralized Access and Privileges Monitoring System (CAPS)

- Taking note of the need of a centralized system for the process of onboarding and de-boarding of all the manpower, UIDAI with support of National Informatics Centre (NIC) is in process to develop a Centralized Access and Privileges Monitoring System (CAPS) to have centralized system for maintaining and monitoring of all the records related to onboarding/de-boarding of manpower engaged in UIDAI through various resources including officers on deputation from Central/State Government, PSUs, resources hired through contract agencies for various



technical, mechanical, clerical and other quality related works.

- The system will enable the users to process their requirement online for the work related to them. This will also provide a centralized access, monitoring and control system to the UIDAI authority for all the data related to functioning and assets/facilities provided in respect of manpower engaged through multiple agencies in all the offices of UIDAI.

### 8.3.2 Review of Manpower in UIDAI Regional offices (ROs) and State Offices (SOs)

A Committee has been constituted to :

- reassess sanctioned positions of ROs and SOs based on nature and volume of work.
- assess gap between the job description and current job responsibility and to suggest revised JDs and CTC of proposed positions.
- mitigate the difficulties faced in filling of vacant NISG positions in cities such as

Mumbai, Bangalore etc and measures to arrest attrition.

## 8.4 ADMINISTRATION DIVISION

**8.4.1** UIDAI has procured land for construction of its own Office Complex at Lucknow, Uttar Pradesh and Guwahati, Assam. Approval, in principal approval, has already been accorded for hiring CPWD as Project Management Consultant to inter alia arrive cost estimate towards soil testing and other pre-construction activities.

**8.4.2** In order to continue with the digital transformation to the next phase, electronic Asset Management System is to be introduced to have asset control meet reporting requirements for other departments, regular inventories to maintain accurate depreciation, to help identify loss or theft for departments, send updates on asset information as they occur. The data shall be readily available, which is to be migrated with e-office. Digital management shall be more cost and time savings for asset storage and management apart from secured and trusted transactions, enabling speed and efficiency.



## 9. FINANCIAL PERFORMANCE

### 9.1 UIDAI FUND

**9.1.1** As per recommendation of Justice B.N. Srikrishna Committee report on Data Protection Framework for India, a separate UIDAI Fund has been constituted for ensuring the financial autonomy of UIDAI. The Fund was constituted through an amendment to the Aadhaar Act, 2016. Section 25 of the Aadhaar Act (as amended) stipulates UIDAI Fund as follows:

*“25 (1) There shall be constituted a Fund to be called the Unique Identification Authority of India Fund and there shall be credited thereto—*

- (a) all grants, fees and charges received by the Authority under this Act; and*
- (b) all sums of money received by the Authority from such other sources as may be decided upon by the Central Government.*

*(2) The Fund shall be applied for meeting—*

- (a) the salaries and allowances payable to the Chairperson and members and administrative expenses including the salaries, allowances and pension payable to or in respect of officers and other employees of the Authority; and*
- (b) the expenses on objects and for purposes authorised by this Act.”*

### 9.2 BUDGET & EXPENDITURE

**9.2.1** UIDAI receives Grants-in-Aid (GIA) from Ministry of Electronics and Information Technology (MeitY) under three Heads namely GIA-General, GIA-Capital and GIA-Salaries. Details of Expenditure booked against Budget Estimates / Revised Estimates from 2015-16 to 2023-24 can be seen at Table 12 and summary of Budget and Expenditure for Financial Year 2023-24 is given at Table 13. Further, details regarding Expenditure booked against Budget Estimates / Revised Estimates since inception is available at official website of UIDAI.

**9.2.2** UIDAI's approved Budget Estimates (BE) and Revised Estimates (RE) for the financial year 2023-24 has been ₹ 940.00 crore and ₹ 800.00 crore respectively. The total Grant of ₹ 800.00 crore have been spent during 2023-24. However to meet the committed liabilities of UIDAI, an additional expenditure of ₹ 596.22 crore was made from the UIDAI fund.

**9.2.3** Budget Estimates (BE) of ₹ 600.00 Crore has been approved for the financial year 2024-25.

**9.2.4** Treasury Single Account (TSA) system has been implemented in UIDAI with effect from 01 June, 2021, under which instead of releasing Grants in the Bank account of UIDAI, MeitY is now assigning the Grants through TSA System in our Account in RBI.



**Table-12 – Details of Expenditure booked against Budget Estimates / Revised Estimates  
2015-16 to 2023-24**

Year	Budget Estimates (₹ in Crore)	Revised Estimates (₹ in Crore)	Expenditure (₹ in Crore)
2015-16	2,000.00	1,880.93	1,680.44
2016-17	1,140.00	1,135.27	1,132.84
2017-18	900.00	1,150.00	1,149.38
2018-19	1,375.00	1,345.00	1,181.86
2019-20	1,227.00	836.78	856.13@
2020-21	985.00	613.00	893.27#
2021-22	600.00	1,564.97	1,564.54
2022-23	1110.00	1220.00	1634.44*
2023-24	940.00	800.00	1396.22*

@ Excess expenditure met from unspent Grant of previous year.

# Excess expenditure met from unspent Grant of previous year and UIDAI Receipts. Unspent Grant of ₹ 13.04 crore remaining under GIA-Capital and GIA-Salaries remitted to CFI in the year 2021-22 as Treasury Single Account (TSA) system becomes functional.

\* Excess expenditure met from UIDAI fund.

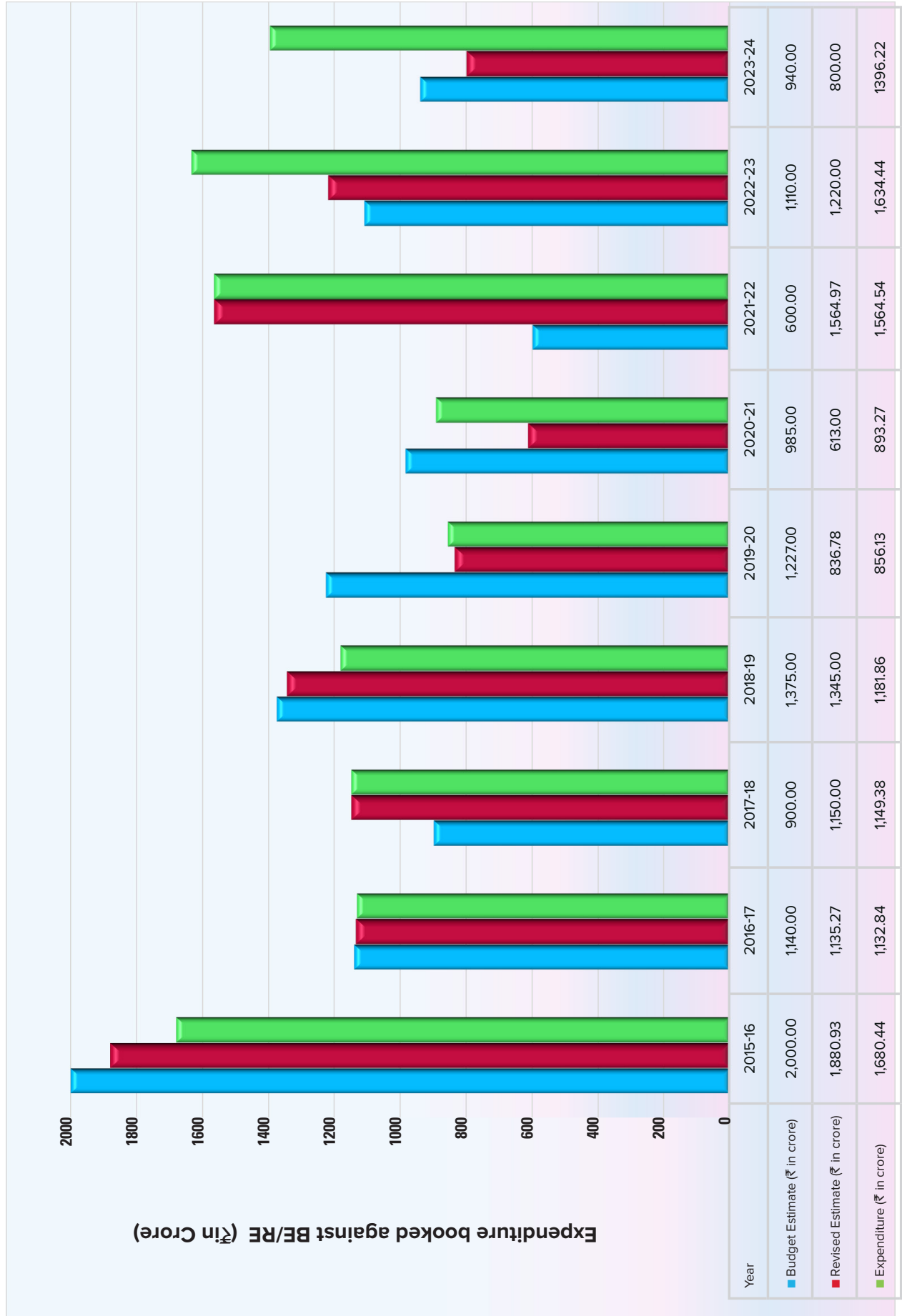
**Table-13 - Summary of Budget and Expenditure for Financial Year 2023-24**

Grant Head	BE 2023-24 (₹ in Crore)	RE 2023-24 (₹ in Crore)	Expenditure Upto 31.03.2024 (₹ in Crore)
(1)	(2)	(3)	(4)
Grant-in-Aid General	785.00	586.08	984.70
Grant-in-Aid for Capital Assets	90.00	145.79	343.39
Grant -in-Aid Salaries	65.00	68.13	68.13
<b>Total Grant -in-Aid</b>	<b>940.00</b>	<b>800.00</b>	<b>1396.22*</b>

\* Excess expenditure met from UIDAI fund.



Graph 14 – Details of Expenditure booked against BE/RE 2015-16 to 2023-24





### 9.3 RECEIPTS FROM SERVICES

UIDAI Ecosystems consists of Enrolment and Update, Authentication, Logistics, Customer Relationship Management and Training, Testing and Certification and accordingly, majority of the UIDAI receipts are under following segments/ services:-

- ▶ Authentication Services (Yes/No or eKYC based Authentications Services)

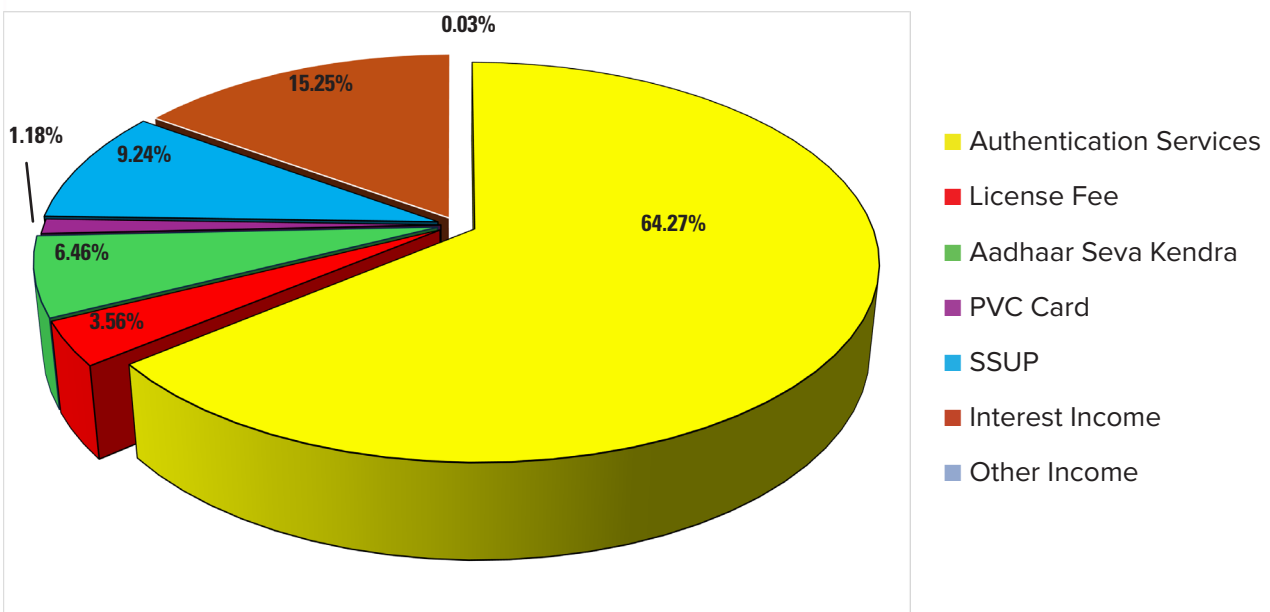
- ▶ License Fees charges from the AUA/ KUA/ASA
- ▶ Enrolment and Update Services (through UIDAI own Aadhaar Seva Kendras)
- ▶ Self Service Update Portal
- ▶ PVC Card Service

A portion of the above receipts from services are kept in interest bearing account. Receipt's from various services in the year 2023-24 is given at Table 14.

**Table-14 - Details of Receipts from Services for the FY 2023-24**

Year	Authentication Services (₹ in Crore)	License Fee (₹ in Crore)	Aadhaar Seva Kendra (₹ in Crore)	PVC Card (₹ in Crore)	SSUP (₹ in Crore)	Interest Receipts (₹ in Crore)	Other Receipts (₹ in Crore)	Total (₹ in Crore)
2023-24	612.72	33.94	61.59	11.29	88.07	145.41	0.31	<b>953.33</b>

**Graph 15 – Details of Receipts from Services for the FY 2023-24**





## 10. AUDITED ACCOUNTS OF UIDAI FOR THE YEAR 2023-24

### Separate Audit Report of the Comptroller & Auditor General of India on the Annual Accounts of Unique Identification Authority of India (UIDAI) for the year ended 31<sup>st</sup> March 2024

We have audited the attached Balance sheet of the Unique Identification Authority of India (UIDAI) as on 31<sup>st</sup> March 2024 and the Income & Expenditure Account/Receipts and Payment Account for the year ended on that date under section 19 (2) of the Comptroller & Auditor General's (Duties, Powers & Conditions of Services) Act, 1971 read with section 26 (2) of the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 (Aadhaar Act, 2016), The Aadhaar and other Laws (Amendment) Ordinance, 2019(02 March 2019). These financial statements are the responsibility of UIDAI Management. Our responsibility is to express an opinion on these Financial Statements based on our audit.

2. This Separate Audit Report contains the comments of the Comptroller & Auditor General of India (CAG) on the accounting treatment with regard to classification, conformity with the best accounting practices, Accounting Standards and disclosure norms etc. Audit observations on financial transactions with regard to compliance with the Law, Rules & Regulations (Propriety and Regularity) and efficiently-cum performance aspects etc, if any, are reported through Inspection Reports/CAG's Audit Reports separately.

3. We have conducted our audit in accordance with the Auditing Standards generally accepted in India. These standards require that we plan and perform the audit to obtain reasonable assurance that the Financial Statements are free from material misstatements. An audit includes examining, on a test basis, evidences supporting the amounts and disclosure in the financial statements. An

audit also includes assessing the accounting principles used and significant estimates made by the Management as well as evaluating the overall presentation of Financial Statements. We believe that our audit provides a reasonable basis of our opinion.

4. Based on our audit, we report that:

- i. We have obtained the information and explanations, which to the best of our knowledge and belief were necessary for the purpose of audit;
- ii. The Balance Sheet and the Income & Expenditure Account/Receipts and Payments Account dealt with by this report have been drawn up in the 'Uniform Format of Accounts' approved by Comptroller and Auditor General of India under Section 26 (1) of the Aadhaar Act, 2016.
- iii. In our opinion, proper books of accounts and other relevant records have been maintained by the UIDAI.

iv. **Grant-in-aid**

Out of the grants in aid of ₹ 800 crores received during the year, UIDAI utilised a sum of ₹ 800 crores, leaving nil balance as unutilized grant as on 31<sup>st</sup> March 2024. Further, unutilized grant of previous year of ₹ 0.34 Cr. lapsed on 31.03.2023 due to migration of UIDAI to TSA(PFMS) and the same was remitted to the Consolidated Fund of India.

- v. Subject to our observations in the preceding paragraphs, we report



that the Balance Sheet and Income & Expenditure Statement along with Receipt & Payment account dealt with by this report, are in agreement with the books of accounts.

vi. In our opinion and to the best of our information and according to the explanations given to us, the said Financial Statements read together with the Accounting Policies and Notes on Accounts, and subject to the significant matters stated above and other matters mentioned in Annexure-I to this Audit Report give a true and fair view in conformity with the accounting principles accepted in India:

a. In so far as it relates to the Balance

Sheet, of the state of affairs of the UIDAI as on 31<sup>st</sup> March 2024; and

b. In so far as it relates to the Income and Expenditure Account of the Surplus for the year ended on that date.

**For and on behalf of the  
Comptroller and Auditor General of India**

Date: 7.11.2024  
Place: Delhi

-Sd-  
**(Purushottam Tiwary)  
Director General of Audit  
(Finance & Communication)**



## Brief Note on Internal Control in Unique Identification Authority of India for year 2023-24

An evaluation of the Internal Control System existing in UIDAI was done during the course of certification of the annual accounts for the year ended 31<sup>st</sup> March 2024. Brief description of the Internal Control System is as below

### Organizational Setup

The Unique Identification Authority of India (UIDAI) consists of a Chairperson, two part time Members and a Chief Executive Officer (CEO), who is also the Member-Secretary of the Authority. The composition of the Authority, as on 31<sup>st</sup> March 2024 is

Sh. Neelkanth Mishra	Chairperson (Part-Time)
Prof. Mausam	Member (Part-Time)
Sh. Nilesh Shah	Member (Part-Time)
Sh. Amit Agrawal, IAS	Chief Executive Officer (CEO) and Member Secretary

### Headquarters (HO) setup

At the HO, the CEO is assisted by Seven Deputy Directors General (DDGs), Joint Secretary level Officers of Government of India, as in charge of various wings of UIDAI. The DDGs are supported by Directors/Assistant Director General (ADGs), Deputy Directors, Section Officers and Assistant Section Officers.

headed by a Deputy Director General (DDG) and the support structure comprises of Directors/ Assistant Directors General (ADGs), Deputy Directors, Section Officer, Assistant Section Officers, Senior Accounts Officer, Accountant and personal staff.

### Regional Offices (ROs) setup

Each of the eight Regional Offices of UIDAI is

### Details of Inspection of Accounts

During the year 2023-24, the Finance Division conducted the Inspection of accounts of the following ROs and Divisions in HO.

Sl.No.	Divisions and Regional Offices	Audit conducted during the period	Inspection Records of the period
1	Regional Offices, Bangaluru	20 March 2023 to 24 March 2023	Dec 2021 to Feb 2023
2	Regional Offices, Ranchi	26 June 2023 to 30 June 2023	Oct 2021 to May 2023
3	Manesar Data Centre	3 July 2023 to 7 July 2023	Feb 2022 to June 2023



Sl.No.	Divisions and Regional Offices	Audit conducted during the period	Inspection Records of the period
4	Head Office, UIDAI, New Delhi	20 November 2023 to 24 November 2023	Half Yearly Inspection of Accounts of UIDAI HO (July 2022- Dec 2022) and Inspection of Records of KM, Media, Aadhar & Enforcement Division
5	Regional Offices, Chandigarh	21 August 2023 to 25 August 2023	November 2021 to July 2023
6	Regional Offices, Delhi	3 October 2023 to 6 October 2023	March 2022 to September 2023
7	Regional Offices, Lucknow	23 October 2023 to 27 October 2023	May 2022 to September 2023
8	Regional Offices, Hyderabad	14 November 2023 to 17 November 2023	October 2021 to October 2023
9	Regional Offices, Guwahati	1 January 2024 to 5 January 2024	April 2022 to December 2023
10	Regional Offices, Mumbai	8 January 2024 to 11 January 2024	September 2020 to March 2024
11	Tech Centre, Bengaluru	18 June 2024 to 21 June 2024	October 2021 to March 2024

**(a) Scope of the Inspection of Accounts**

The scope and function of the Inspection of Accounts is to encompass the value for money perspectives also requiring appraisal of economy, efficiency and effectiveness parameters of the various projects. Accordingly,

Inspection of Accounts plans are prepared, and Inspections are conducted. However, there is no Inspection of Accounts Manual specifying the duties and functions of the organization, with particular reference to the prevailing conditions in the Unit.



The focus of the Inspection of Accounts is to examine the documents/records/registers/contracts maintained by the Unit and its ROs and to make suggestions on system check and control required for effective functioning of system.

### **(b) Quantum & frequency of Inspection of Accounts**

The Inspection of Accounts conducts a general review of all the accounts records maintained in UIDAI HO as well as Regional Offices. As regards Inspection of Head office, the inspection of expenditure and underlying process and procedures are conducted on a quarterly basis. Inspection of Regional Offices and Technology Centres are conducted on an annual basis. On review of Inspection Report, it has been observed that number of outstanding inspection paras as on 31 March 2024 was 214.

### **(c) Checking of receipts**

Inspection conducts test checks to see whether the Unit has prescribed adequate regulations and procedures for effective check on collection and accounting of all revenue receipts and refunds, and that they are followed correctly.

### **Delegation of Financial Power**

The competent authority has to exercise the administrative and financial power as delegated to them through various office orders/memoranda

### **Policies and Procedure**

Unique Identification Authority of India (Salary, Allowances and other Terms and Conditions of Service of Employees) Regulations, 2020 were issued through Gazette notification dated 21.01.2020.

UIDAI has filled various vacancies after gazette

notification through deputation which is also one of the defined modes of recruitment in UIDAI Recruitment Rules.

On absorption, UIDAI had called application for permanent absorption on 29.01.2020 i.e. immediately after issuance of notification. However, based on representation on fixation of pay and pension received from officers at the time of absorption and pension payable after absorption in UIDAI, UIDAI sought clarification from DoPT/MeitY and a Committee under the chairmanship of Additional Secretary, MeitY was constituted. It has been stated that the approval of committee recommendations from Competent Authority is being taken and further action will be initiated accordingly.

### **Receipts and Disbursement of Cash**

The work related to receipt and disbursement of cash is done by DDO. The cash book remains under the custody of the cashier and the physical verification of cash is being regularly done. The maximum limit (Rs 50,000) of the cash balance, as prescribed by the Authority, is being maintained.

### **Maintenance of Funds**

Prior to establishment as statutory authority i.e. up to 2016-17. UIDAI was functioning as an attached office of the then Planning Commission (now NITI Aayog). Later, on 12 September 2015, the Government revised the Allocation of Business Rules to attach the UIDAI, to the then Department of Electronics & Information Technology (Deity) of the then Ministry of Communication and Information Technology.

### **Receipts and Receivable/disbursement of cash**

All sanctions of the competent authority, which



are forwarded to the Accounts Division for payment, are checked with the existing rules/orders, approval of the Competent Authority. Availability of funds under the allocable Head of Accounts etc, and final order for payment are issued accordingly.

#### **Pay Rolls/Loans and Advances to individuals**

The pay rolls/loans and advances of the UIDAI employees are being prepared and paid as per provisions contained in the orders issued by the Government of India from time to time.

#### **Bank Balance/ Bank Reconciliation**

Bank Reconciliation statement has been maintained by UIDAI regularly.

#### **Fixed Assets**

The Registers of Fixed Assets are maintained only in computerized form. The Physical Verification of Assets of UIDAI HO for the year 2023-24 was done during the month of June

-Sd-

**(Purushottam Tiwary)**  
**Director General of Audit**  
**(Finance & Communication)**



## Annexure - I to Separate Audit Report on the accounts of Unique Identification Authority of India for the year ended 31<sup>st</sup> March 2024

As per the information and explanations given to us, the books and records examined by us in normal course of audit and to the best of our knowledge and belief, we further report: -

### 1. ADEQUACY OF INSPECTION OF ACCOUNTS (INTERNAL AUDIT SYSTEM)

The Finance Division of UIDAI is the designated division for Inspection of Accounts (erstwhile Internal Audit) and is headed by DDG (Finance). UIDAI changed the nomenclature of Internal Audit as "Inspection of Accounts" in compliance to the instructions of MeitY.

The Finance Division prepares the annual programme of inspection of accounts of the Division in UIDAI HO and the Regional Offices and constitutes the teams for conducting these inspections. The inspection teams comprise Officers from UIDAI HO and Regional Offices.

After conducting the inspection, the inspection team submits a Report to the Finance Division in UIDAI HO which takes further necessary action thereon

### 2. ADEQUACY OF INTERNAL CONTROL SYSTEM

The brief note on Internal Control in UIDAI for the year 2023-24 is attached herewith as Annexure.

### 3. SYSTEM OF PHYSICAL VERIFICATION OF FIXED ASSETS

The Registers of Fixed Assets are maintained only in computerized form. Physical Verification of Assets of UIDAI HQ for the year 2023-24 was done during the month of June 2024. Further, in respect of regional offices, physical verification report was provided , except for RO Lucknow, Chandigarh and Mumbai

### 4. SYSTEM OF PHYSICAL VERIFICATION OF INVENTORY

No inventory is being maintained in UIDAI.

### 5. REGULARITY IN PAYMENT OF STATUTORY DUES

UIDAI is prompt in payment of statutory dues and disclosure regarding contingent liabilities are included in the Notes to Accounts (Schedule 26).

-Sd-

(Purushottam Tiwary)  
Director General of Audit  
(Finance & Communication)



**FORM - A**  
**BALANCE SHEET AS ON 31<sup>st</sup> MARCH 2024**

(Amount in ₹)

S.No.	Particulars	Schedule	Current Year	Previous Year
	<b>Liabilities</b>			
1	Corpus/ Capital Fund	1	14,15,77,55,929.74	7,50,76,70,875.12
2	UIDAI Fund	1A	18,15,79,93,293.14	18,16,33,60,726.92
3	Reserves and Surplus	2	-	-
4	Earmarked/ Endowment Funds	3	-	-
5	Secured Loans and Borrowings	4	-	-
6	Unsecured Loans and Borrowings	5	-	-
7	Deferred Credit Liabilities	6	-	-
8	Current Liabilities and Provisions	7	4,38,69,55,981.27	4,51,25,93,821.89
	<b>Total</b>		<b>36,70,27,05,204.15</b>	<b>30,18,36,25,423.93</b>
	<b>Assets</b>			
1	Fixed Assets	8	11,26,02,23,049.76	9,97,35,68,648.24
2	Investments – from Earmarked/ Endowment Funds	9	-	-
3	Investments-Others	10	-	-
4	Current Assets, Loans, Advances etc.	11	25,44,24,82,154.39	20,21,00,56,775.69
5	Miscellaneous Expenditure(to the extent not written off or adjusted)			
	<b>Total</b>		<b>36,70,27,05,204.15</b>	<b>30,18,36,25,423.93</b>
	Significant Accounting Policies	25		
	Contingent Liabilities and Notes on Accounts	26		

**Note:-** All Schedules to Balance Sheet shall form part of Account.

Sd/-  
Director (Accounts)

Sd/-  
Deputy Director General

Sd/-  
Chief Executive Officer

Date: 28<sup>th</sup> June 2024

Place: New Delhi



**FORM - B**  
**INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED**  
**31<sup>st</sup> MARCH 2024**

(Amount in ₹)

S.No.	Particulars	Schedule	Current Year	Previous Year
	<b>Income</b>			
1	Income from Services	12	8,27,17,86,091.41	7,20,37,82,389.04
2	Grants/Subsidies	13	6,54,21,00,000.00	10,44,65,58,733.00
3	Fees/Subscriptions	14	33,94,55,782.00	32,85,23,557.00
4	Income from Investments (Income on Invest, from earmarked/endowment Funds transferred to Funds)	15	-	-
5	Income from Royalty, Publications etc	16	-	-
6	Interest Earned	17	1,45,40,63,934.00	77,37,31,257.00
7	Other Income	18	3,56,29,639.92	85,28,07,542.75
8	Increase/(decrease) in stock of Finished goods and works-in-progress	19	-	-
	<b>Total (A)</b>		<b>16,64,30,35,447.33</b>	<b>19,60,54,03,478.79</b>
	<b>Expenditure</b>			
1	Establishment Expenses	20	66,81,13,088.36	62,17,22,776.00
2	Other Administrative Expenses etc.	21	66,79,29,796.66	54,98,15,096.66
3	Operational Expenses	22	9,09,84,24,663.66	12,46,67,09,811.29
4	Expenditure on Grants, Subsidies etc.	23	-	-
5	Interest	24	-	96,31,588.46
6	Depreciation (Net Total at the year-end – corresponding to Schedule 8)		1,46,22,44,074.77	1,08,28,06,537.61
	<b>Total (B)</b>		<b>11,89,67,11,623.45</b>	<b>14,73,06,85,810.02</b>
	<b>Balance being excess of Income over Expenditure (C)=(A-B)</b>		<b>4,74,63,23,823.88</b>	<b>4,87,47,17,668.77</b>
	<b>Prior Period Expenses (D)</b>		<b>(34,28,75,749.53)</b>	<b>37,07,36,306.51</b>
	<b>Prior Period Income (E)</b>		<b>6,99,59,845.14</b>	<b>(5,15,05,849.10)</b>
	<b>Other Prior Period Adjustments (F)</b>		<b>-</b>	<b>-</b>



S.No.	Particulars	Schedule	Current Year	Previous Year
	<b>Transfer to UIDAI Fund (G)</b>		<b>10,10,09,35,447.33</b>	<b>9,15,88,44,745.79</b>
	Transfer to Special Reserve (Specify each)		-	-
	Transfer to / from General Reserve		-	-
	<b>BALANCE BEING SURPLUS/ (DEFICIT) CARRIED TO CORPUS (H)</b>		<b>(4,94,17,76,028.78)</b>	<b>(4,70,63,69,232.63)</b>
	<b>H=(C-D+E+F-G)</b>			
	Significant Accounting Policies	25		
	Contingent Liabilities and Notes on Accounts	26		

**Note:-** All Schedules to Income and Expenditure Account shall form part of Account.

Sd/-  
Director (Accounts)

Sd/-  
Deputy Director General

Sd/-  
Chief Executive Officer

Date: 28<sup>th</sup> June 2024

Place: New Delhi



**FORM - C**  
**RECEIPT AND PAYMENT ACCOUNT FOR THE YEAR ENDED**  
**31<sup>st</sup> MARCH 2024**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
	<b>Receipts</b>		
1	Opening Balances		
	a. Cash in Hand	42,36,914.00	24,32,994.00
	b. Bank Balance		
	i. In Current Accounts	(9,03,71,966.91)	38,47,63,552.93
	ii. In Deposit Accounts	15,52,45,61,982.84	10,17,36,32,691.28
	iii. Saving Accounts	-	-
	iv. Other Adjustments	-	-
2	Grants/ Subsidies Received		
	a. From Government of India		
	i. Grants-in-aid: General	5,86,08,00,000.00	9,87,07,00,000.00
	ii. Grants-in-aid: Salaries	68,13,00,000.00	57,93,00,000.00
	iii. Grants-in-aid: Capital	1,45,79,00,000.00	1,75,00,00,000.00
	b. From State Government	-	-
	c. From Other Sources (Details) (Grants for Capital and Revenue Expenditure to be shown separately)	-	-
3	Income from Services	10,01,87,44,498.84	7,67,54,29,031.61
4	Inflow from Investment		
	a. Earmarked/Endowment Funds	-	-
	b. Own Funds (Other investments)	20,34,96,90,163.18	27,28,14,13,963.93
5	Interest Received		
	a. On Bank deposits	66,88,01,754.00	20,43,58,465.00
	b. Loans, advances etc.	15,28,205.00	1,88,348.00
	c. Others	48,71,048.00	4,53,869.00
6	Other Income (Tender Fee, RTI Fee etc.)	7,000.00	10,650.00



S.No.	Particulars	Current Year	Previous Year
7	Amount Borrowed	-	-
8	Other receipts (give details)		
	a. NPS	-	-
	b. Leave Salary Pension Contribution	-	-
	c. Security/Earnest money deposit /Bank Guarantee Encashed	4,15,16,029.00	5,64,10,324.00
	d. Refund of advances		
	i. HBA	-	-
	ii. Car Advance	-	-
	iii. Motor Cycle/Scooter Advance	-	-
	iv. Computer Advance	-	-
	v. Other Advances	4,95,418.20	11,25,994.00
	vi. LTC	3,66,976.00	11,59,555.00
	vii. General Office Expenses	5,19,552.57	3,14,779.00
	e. Income Tax	10,82,45,542.00	4,31,76,991.00
	f. Service Tax	-	-
	g. Miscellaneous Receipts	12,473.37	22,76,857.54
	h. GST / TDS	39,25,87,508.51	32,98,72,451.57
	i. Advances refunded by State Authorities	8,96,01,252.83	14,86,47,623.28
	j. Advances refunded by Contractors	10,15,53,359.00	-
	k. Other Receipts	3,86,80,042.92	10,61,752.00
	l. Penalties and Liquidity Damages		20,021.00
	m. Sale of Scrap	7,16,900.19	62,722.00
	n. Funds received by Regional Offices	2,32,67,00,931.36	1,50,69,54,670.00
	o. With held Amount of Vendors	-	-
	p. Advance Received from Debtors	-	-
	<b>Total</b>	<b>57,58,30,65,584.90</b>	<b>60,01,37,67,306.14</b>
	<b>Payments</b>		
1	Establishment expenses	47,83,21,088.96	48,07,74,665.60
2	Other Administrative Expenses	73,06,45,160.95	65,25,51,923.55



S.No.	Particulars	Current Year	Previous Year
3	Operational Expenses	7,86,38,34,685.60	11,61,71,06,284.55
4	Payment made against funds for various projects	-	-
5	Investments and Deposits Made		
	a. Out of Earmarked /Endowment funds	-	-
	b. Out of own Funds (Investment-others)	20,11,94,71,767.18	26,96,02,18,201.93
6	Expenditure on Fixed Assets & Capital Work-in-Progress		
	a. Purchase of fixed Assets	2,82,84,11,230.48	38,61,30,795.98
	b. Expenditure on Capital Work-in-progress	39,99,63,849.00	1,03,74,96,565.38
7	Refund of surplus money/Loans		
	a. To the Government of India	1,05,09,103.00	8,21,88,443.29
	b. To the State Government	-	-
	c. To other providers of funds	-	-
8	Finance Charges (Interest)	-	96,31,588.46
9	Other Payments (Specify)		
	a. NPS	3,28,48,598.00	-
	b. Leave Salary Pension Contribution	11,48,88,599.00	6,08,05,893.00
	c. Security/ Earnest money deposit	3,69,77,000.00	-
	d. Advances		
	i. HBA	-	-
	ii. Car Advance	-	-
	iii. Motor Cycle/Scooter Advance	-	-
	iv. Computer Advance	-	-
	v. Other Advance	72,84,986.00	46,32,308.00
	vi. General office expenses	31,93,063.00	13,30,887.00
	vii. LTC	29,00,780.00	68,75,242.00
	viii. State Authorities	96,70,05,748.00	1,37,58,09,999.00
	e. Income Tax	-	-
	f. Service Tax	-	-
	g. Miscellaneous Payments	-	-
	h. GST/TDS	42,63,76,901.81	34,60,33,634.47



S.No.	Particulars	Current Year	Previous Year
	i. Advances to Contractors	71,63,09,785.64	3,37,00,800.00
	j. Advance Rent to KSIIDC	-	-
	k. Deposits with Electricity Department	-	-
	l. Deposits with CISF	-	-
	m. Deposits with UPCIDCO (Rent)	-	-
	n. Deposits with CPWD (Hyderabad)	-	-
	o. EMD Refund	-	-
	p. Tender Fees Refund	-	-
	q. Prepayments and Others	55,57,091.76	53,41,925.00
	r. Refund to Debtors	-	-
	s. Deposits with agencies- FD	-	-
	t. Deposits with agencies- CISF	-	-
	u. Deposits with agencies- Telephone	-	-
	v. Deposits with agencies- Others	-	-
	w. Withheld amount to Vendors	62,75,042.00	98,76,261.00
	x. Funds transferred to Regional Offices	2,32,67,00,931.36	1,50,48,34,958.00
10	Closing Balances		
	a. Cash in Hand	36,91,803.00	42,36,914.00
	b. Bank Balances		
	i. In Current Accounts	20,69,98,593.70	(9,03,71,966.91)
	ii. In Deposit Accounts	20,29,48,99,776.46	15,52,45,61,982.84
	iii. Savings Accounts	-	-
	<b>Total</b>	<b>57,58,30,65,584.90</b>	<b>60,01,37,67,306.14</b>

*Note:- The amount shown under head 4b of receipts and 5b of payment is actually the auto sweep of funds above a minimum threshold limit in current account. The net effect of sweep in/out is shown separately as bank balance in deposit account at point 10b (ii) of the payments.*

Sd/-  
Director (Accounts)

Sd/-  
Deputy Director General

Sd/-  
Chief Executive Officer

Date: 28<sup>th</sup> June 2024  
Place: New Delhi



**SCHEDULE 1 – CORPUS/CAPITAL FUND**  
**FORMING PART OF BALANCE SHEET AS ON 31<sup>st</sup> MARCH 2024**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Balance as at the beginning of the year	7,50,76,70,875.12	10,59,19,84,576.55
2	Add : Contributions towards Corpus/Capital Fund	1,45,79,00,000.00	1,74,99,99,132.88
3	Add/ (Deduct) : Balance of net income/ (expenditure) transferred from the Income and Expenditure Account	(4,94,17,76,028.78)	(4,70,63,69,232.63)
4	Add / (Less) :Previous year Liability transferred to/ from Corpus	10,13,39,61,083.40	(12,79,43,601.68)
	<b>Balance as at the year- end</b>	<b>14,15,77,55,929.74</b>	<b>7,50,76,70,875.12</b>

Sd/-  
Director (Accounts)

Sd/-  
Deputy Director General



**SCHEDULE 1A – UIDAI FUND**  
**FORMING PART OF BALANCE SHEET AS ON 31<sup>st</sup> MARCH 2024**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Balance as at the beginning of the year	18,16,33,60,726.92	9,00,45,15,114.01
2	Add/(Deduct) : Net Surplus Grant and owned income generated by UIDAI Transferred from the Income & Expenditure Account	10,10,09,35,447.33	9,15,88,44,745.79
3	Add / (Less) :Adjustment from/to UIDAI Fund	(10,10,63,02,881.11)	867.12
	<b>Balance as at the year- end</b>	<b>18,15,79,93,293.14</b>	<b>18,16,33,60,726.92</b>

Sd/-  
Director (Accounts)

Sd/-  
Deputy Director General



## SCHEDULE 2 – RESERVES AND SURPLUS FORMING PART OF BALANCE SHEET AS ON 31<sup>st</sup> MARCH 2024

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
<b>1</b>	<b>Capital Reserve</b>		
	As per last Account		
	Addition during the year		
	Less : Deductions during the year		
<b>2</b>	<b>Revaluation Reserve</b>		
	As per last Account		
	Addition during the year		
	Less : Deductions during the year		
<b>3</b>	<b>Special Reserves</b>		
	As per last Account		
	Addition during the year		
	Less : Deductions during the year		
<b>4</b>	<b>General Reserve</b>		
	As per last Account		
	Addition during the year		
	Less : Deductions during the year		
	<b>Total</b>		

Sd/-  
Director (Accounts)

Sd/-  
Deputy Director General



**SCHEDULE 3 – EARMARKED/ENDOWMENT FUNDS  
FORMING PART OF BALANCE SHEET AS ON 31<sup>st</sup> MARCH 2024**

(Amount in ₹)

S.No.	Particulars	Fund- Wise Break Up				Total	
		Fund Salary	Fund General	Fund Fixed Assets	Fund Revenue	Current Year	Previous Year
1	Opening balance of the funds						
2	Additions to the Funds						
	a. Donations/grants						
	b. Income from Investments made on account of funds						
	c. License Income						
	d. Income from Authentication service						
	e. Income from Enrollment service						
	f. Income from Re-print Aadhaar						
	g. Income from PVC Card Service						
	h. Income from SSUP Service						
	i. Penalties, LDs & Disincentives						
	j. Sale of Scrap						
	k. Other Income (interest, Rent, Fees other than License Fee etc)						
	l. Interest on receipt of GIA of FY 2018-19 transferred to Current Liabilities						
	m. UIDAI Income available in UIDAI Fund						
	<b>Total (2)</b>						



S.No.	Particulars	Fund- Wise Break Up				Total	
		Fund Salary	Fund General	Fund Fixed Assets	Fund Revenue	Current Year	Previous Year
3	<b>Utilization/Expenditure towards objectives of funds</b>						
	a. Capital Expenditure						
	i. Fixed Assets						
	ii. Others						
	<b>Total</b>						
	b. Revenue Expenditure						
	i. Salaries, Wages and allowance etc						
	ii. Rent						
	iii. Other Administrative expenses						
	c. Deposited with Central Government						
<b>Total</b>							
	<b>Total (3)</b>						
	<b>Net Balance as at the Year-end (1 + 2 -3)</b>						

**Notes:-**

- 1) Disclosure shall be made under relevant heads based on conditions attaching to the grants.
- 2) Plan Funds received from the Central/State Governments are to be shown as separate Funds and not to be mixed up with any other Funds.

Sd/-  
Director (Accounts)

Sd/-  
Deputy Director General



## SCHEDULE 4 – SECURED LOANS AND BORROWINGS FORMING PART OF BALANCE SHEET AS ON 31<sup>st</sup> MARCH 2024

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	<b>Central Government</b>		
2	<b>State Government (Specify)</b>		
3	<b>Financial Institutions</b>		
	a. Term Loans		
	Interest accrued and due		
4	<b>Banks:</b>		
	a. Term Loans		
	Interest accrued and due		
	b. Other Loans (specify)		
	Interest accrued and due		
5	<b>Other Institutions and Agencies</b>		
6	<b>Debentures and Bonds</b>		
7	<b>Others (Specify)</b>		
	<b>Total</b>		

**Note:-** Amount due within one year

Sd/-  
Director (Accounts)

Sd/-  
Deputy Director General



## SCHEDULE 5 – UNSECURED LOANS AND BORROWINGS FORMING PART OF BALANCE SHEET AS ON 31<sup>st</sup> MARCH 2024

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	<b>Central Government</b>		
2	<b>State Government (Specify)</b>		
3	<b>Financial Institutions</b>		
	a. Term Loans		
	Interest accrued and due		
4	<b>Banks:</b>		
	a. Term Loans		
	Interest accrued and due		
	b. Other Loans (specify)		
	Interest accrued and due		
5	<b>Other Institutions and Agencies</b>		
6	<b>Debentures and Bonds</b>		
7	<b>Fixed Deposits</b>		
8	<b>Others (Specify)</b>		
	<b>Total</b>		

**Note:-** Amount due within one year

Sd/-  
Director (Accounts)

Sd/-  
Deputy Director General



## SCHEDULE 6 – DEFERRED CREDIT LIABILITIES FORMING PART OF BALANCE SHEET AS ON 31<sup>st</sup> MARCH 2024

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Acceptances secured by hypothecation of capital equipment and other assets		
2	Others		
	<b>Total</b>		

**Note:-** Amount due within one year

Sd/-  
Director (Accounts)

Sd/-  
Deputy Director General



## SCHEDULE 7 – CURRENT LIABILITIES AND PROVISIONS FORMING PART OF BALANCE SHEET AS ON 31<sup>st</sup> MARCH 2024

(Amount in ₹)

S. No.	Particulars	Current Year	Current Year	Previous Year	Previous Year
	<b>Current Liabilities</b>				
<b>1</b>	<b>Acceptances</b>	-	-	-	-
<b>2</b>	<b>Sundry Creditors</b>				
	a. For Goods & Services	-	1,04,57,23,038.01	-	1,51,87,22,202.29
	b. Others	-	30,76,39,693.05	-	27,85,29,442.30
<b>3</b>	<b>Advances Received</b>	-	34,78,34,015.56	-	34,56,86,358.39
<b>4</b>	<b>Interest accrued but not due on:</b>				
	a. Secured Loans/borrowings	-	-	-	-
	b. Unsecured Loans/borrowings	-	-	-	-
<b>5</b>	<b>Statutory Liabilities</b>				
	a. Overdue	-	-	-	-
	b. Others	-	5,41,60,949.46	-	5,70,23,675.80
<b>6</b>	<b>Other current Liabilities</b>				
<b>a.</b>	<b>Grant- Capital Creation</b>				
	Opening Balance	-	-	-	
	Add: Grant Received during the year	1,45,79,00,000.00	-	1,75,00,00,000.00	
	Less: Grant Utilised during the year	1,45,79,00,000.00	-	1,74,99,99,132.88	
		-	-	<b>867.12</b>	
	<b>Less: Transferred to Corpus</b>	-	-	-	
		-	-	<b>867.12</b>	
	<b>Less: Transferred to/from UIDAI Fund/CFI</b>	-	-	<b>867.12</b>	-
<b>b.</b>	<b>Grant- Salary</b>	-	-		
	Opening Balance	-	-	-	
	Grant Received during the year	68,13,00,000.00	-	57,93,00,000.00	
	Less: Revenue grant transferred to Income	68,13,00,000.00	-	57,59,20,219.00	
		-	-	<b>33,79,781.00</b>	
	<b>Less: Transferred to UIDAI Fund</b>	-	-	-	-
		-	-	<b>33,79,781.00</b>	



S. No.	Particulars	Current Year	Current Year	Previous Year	Previous Year
	<b>Less: Transferred to CFI</b>	-	-	<b>33,79,781.00</b>	-
		-	-	-	-
<b>c.</b>	<b>Grant- General</b>	-	-	-	-
	Opening Balance	-	-	-	-
	Grant Received during the year	5,86,08,00,000.00	-	9,87,07,00,000.00	-
	Less: Revenue grant transferred to Income	5,86,08,00,000.00	-	9,87,06,38,514.00	-
		-	-	61,486.00	-
	<b>Less: Unspent Grant Transferred to/from UIDAI Fund</b>	-	-	-	-
	<b>Less: UIDAI Income Transferred to/from UIDAI Fund</b>	-	-	-	-
		-	-	<b>61,486.00</b>	-
	<b>Less: Transferred to CFI</b>	-	-	<b>61,486.00</b>	-
<b>d.</b>	<b>Retained earnings- Central Government</b>				
	<b>Opening Balance</b>	-	-	<b>2,44,88,037.80</b>	-
	a. Income from Investments made on account of funds	-	-	-	-
	b. License Income and NRD	-	-	-	-
	c. Penalties, LDs & Disincentives	-	-	-	-
	d. Sale of Scrap	-	-	-	-
	e. Interest Income	-	-	-	-
	f. Other Income	-	-	-	-
		-	-	<b>2,44,88,037.80</b>	-
	Less: Refunded to Central Government	-	-	2,44,88,037.80	-
	<b>BALANCE FUND</b>	-	-	-	-
	Less : Transferred to Corpus	-	-	-	-
	Add : Amount pertaining to FY 2017-18, transferred from Corpus	-	-	-	-
	Add : Interest on GIA of FY 2018-19, transferred from UIDAI Fund	-	-	-	-
		-	-		
	<b>Total (A)</b>	-	<b>1,75,53,57,696.08,</b>		<b>2,19,99,61,678.78</b>



S. No.	Particulars	Current Year	Current Year	Previous Year	Previous Year
	<b>Provisions</b>				
1	For Taxation	-	-	-	-
2	Gratuity	-	-	-	-
3	Superannuation/Pension contribution	-	-	-	-
4	Accumulated Leave Encashment	-	-	-	-
5	Trade Warranties/Claims	-	-	-	-
6	Leave salary payable	-	-	-	-
7	Others (Salary, General office & Other expenses Payable)		2,63,15,98,285.19		2,31,26,32,143.11
	<b>Total (B)</b>		<b>2,63,15,98,285.19</b>		<b>2,31,26,32,143.11</b>
	<b>Total (A+B)</b>		<b>4,38,69,55,981.27</b>		<b>4,51,25,93,821.89</b>

Sd/-  
Director (Accounts)

Sd/-  
Deputy Director General



**SCHEDULE 8: FIXED ASSETS  
FORMING PART OF BALANCE SHEET AS ON 31<sup>st</sup> MARCH 2024**

(Amount in ₹)

Description	Gross Block					Accumulated Depreciation					Net Block	
	Cost/Valuation as (01/04/2023) at beginning of the year (3)	Addition during the year (4)	Deduction during the year (5)	Adjustments (6)	Cost/Valuation at the end (6)	As at 01/04/2023 (7)	Additions during the year (8)	Deductions during the year (9)	Adjustments (10)	As at 31/03/2024 (11)	As at 31/03/2024 (12)	
<b>1. Land</b>												
a. Freehold	72,31,25,697.46	1,20,000.00	-	(13,81,52,440.46)	58,50,93,257.00	-	-	-	-	58,50,93,257.00	72,31,25,697.46	
b. Leasehold	9,87,64,050.00	-	-	13,68,48,040.46	23,56,12,090.46	3,87,47,977.97	46,74,438.44	-	35,10,672.02	18,86,79,002.03	6,00,16,072.03	
<b>TOTAL (1)</b>	<b>82,18,89,747.46</b>	<b>1,20,000.00</b>	<b>-</b>	<b>(13,04,000.00)</b>	<b>82,07,05,347.46</b>	<b>3,87,47,977.97</b>	<b>46,74,438.44</b>	<b>-</b>	<b>35,10,672.02</b>	<b>77,37,72,259.03</b>	<b>78,31,41,769.49</b>	
<b>2. Office Buildings and Data Centre:</b>												
a. On Freehold Land	1,96,17,52,817.00	-	-	(99,22,51,632.00)	96,95,01,185.00	17,55,96,586.14	1,68,55,014.71	-	(7,52,56,331.97)	85,23,05,916.12	1,78,61,56,230.86	
b. On Leasehold Land	1,15,00,00,000.00	1,09,81,37,291.63	-	99,22,51,632.00	3,24,03,88,923.63	14,18,45,410.95	4,03,54,291.70	-	7,52,56,331.97	2,98,29,32,889.01	1,00,81,54,589.05	
c. Ownership Flats/ Premises	-	-	-	-	-	-	-	-	-	-	-	
d. Superstructures on Land not belonging to the entity	-	-	-	-	-	-	-	-	-	-	-	
<b>TOTAL (2)</b>	<b>3,11,17,52,817.00</b>	<b>1,09,81,37,291.63</b>	<b>-</b>	<b>-</b>	<b>4,20,98,90,108.63</b>	<b>31,74,41,997.09</b>	<b>5,72,09,306.41</b>	<b>-</b>	<b>37,46,51,303.49</b>	<b>3,83,52,38,805.14</b>	<b>2,79,43,10,819.91</b>	
<b>3. Plant Machinery &amp; Equipment</b>												
a. Plant & Machinery	1,89,38,33,918.22	-	-	-	1,89,38,33,918.22	94,00,70,569.78	11,99,42,814.82	-	1,06,00,13,384.60	83,38,20,533.62	95,37,63,348.44	
b. Technology infrastructure (Server & DPUs)	18,25,47,61,244.14	52,91,01,469.90	-	(10,92,527.14)	18,78,27,70,186.90	14,85,98,70,427.69	63,18,79,049.95	-	(1,40,36,296.70)	3,30,50,57,005.95	3,39,48,90,816.45	
c. UBCC Infrastructure	-	-	-	-	-	-	-	-	-	-	-	
d. Information Technology (Software)	1,29,67,73,753.10	1,38,44,59,993.45	-	4,55,01,949.91	2,72,67,35,696.46	1,12,45,57,218.93	41,32,36,933.39	15,338.81	2,90,88,195.43	1,15,98,68,667.52	17,22,16,534.17	
e. UGF/FIL	1,80,67,807.40	-	-	-	1,80,67,807.40	7,37,038.36	56,04,562.56	-	-	1,17,26,206.47	1,73,30,769.04	
<b>TOTAL (3)</b>	<b>21,46,34,36,722.86</b>	<b>1,91,35,61,463.35</b>	<b>-</b>	<b>4,44,09,422.77</b>	<b>23,42,14,07,608.98</b>	<b>16,92,52,35,254.76</b>	<b>1,17,06,63,360.73</b>	<b>15,338.81</b>	<b>1,50,51,898.73</b>	<b>5,31,04,72,433.56</b>	<b>4,53,82,01,468.10</b>	
<b>4. Vehicles</b>												
	14,60,515.00	-	-	-	14,60,515.00	8,49,055.15	1,70,956.89	-	-	10,20,012.04	6,11,459.95	



Description	Gross Block				Accumulated Depreciation				Net Block			
	Cost/Valuation as (01/04/2022) at beginning of the year	Addition during the year	Deduction during the year	Adjustments	Cost/Valuation at the end	As at 01/04/2023	Additions during the year	Deductions during the year	Adjustments	As at 31/03/2024	As at 31/03/2024	As at the Previous Year end at 31/03/2023
5. Furniture & Fixtures	8,46,11,070.78	2,96,20,282.66	-	-	11,42,31,353.44	5,60,76,815.65	67,77,244.94	-	-	6,28,54,060.59	5,13,77,292.85	2,85,34,255.13
6. Office Equipments	9,14,10,906.20	87,46,706.43	-	-	10,01,57,612.63	7,56,18,347.83	78,25,355.14	-	-	8,34,43,702.97	1,67,13,909.67	1,57,92,556.37
7. Computer/Peripherals (Desktop, Printers & Others)	90,55,88,637.86	55,87,09,804.95	-	2,17,45,756.00	1,48,60,44,198.81	64,05,86,733.16	19,98,72,354.65	-	2,97,54,228.96	87,02,13,316.77	61,58,30,882.04	26,50,01,904.70
8. Electric installations	3,30,68,701.75	2,17,326.33	-	-	3,32,86,028.08	83,27,039.03	31,56,543.38	-	-	1,14,83,582.41	2,18,02,445.67	2,47,41,662.72
9. Library Books	-	-	-	-	-	-	-	-	-	-	-	-
10. Other fixed assets	-	-	-	-	-	-	-	-	-	-	-	-
a. Laptop & Tablets	4,48,58,114.60	75,52,277.63	57,62,619.59	-	4,66,47,772.64	2,47,38,690.97	90,77,667.31	39,99,618.46	23,742.01	2,98,40,481.83	1,68,07,290.80	2,01,19,424.15
b. Mobile Phone	1,01,32,282.47	29,73,075.98	29,83,353.00	-	1,01,22,005.45	64,14,297.29	28,16,846.87	23,99,941.45	-	68,31,202.71	32,90,802.74	37,17,985.18
<b>TOTAL (10)</b>	<b>5,49,90,397.07</b>	<b>1,05,25,353.61</b>	<b>87,45,972.59</b>	<b>-</b>	<b>5,67,69,778.09</b>	<b>3,11,52,988.26</b>	<b>1,18,94,514.19</b>	<b>63,99,559.91</b>	<b>23,742.01</b>	<b>3,66,71,684.54</b>	<b>2,00,98,093.54</b>	<b>2,38,37,409.33</b>
<b>Total of Current Year (1+2+3+4+5+6 +7+8+9+10)</b>	<b>26,56,82,09,515.98</b>	<b>3,61,96,38,228.96</b>	<b>87,45,972.59</b>	<b>6,48,50,778.77</b>	<b>30,24,39,52,551.12</b>	<b>18,09,40,36,208.90</b>	<b>1,46,22,44,074.77</b>	<b>64,14,898.72</b>	<b>4,83,40,541.72</b>	<b>19,59,82,05,926.67</b>	<b>10,64,57,46,624.44</b>	<b>8,47,41,73,307.60</b>
Previous year	26,21,84,15,466.06	38,46,21,817.01	3,58,09,012.09	9,81,255.00	26,56,82,09,515.98	17,03,12,36,132.12	1,08,28,06,537.61	2,37,54,854.09	37,48,383.26	18,09,40,36,208.90	8,47,41,73,307.60	9,18,71,79,323.95
Capital work-in-progress	1,49,93,95,340.64	43,70,21,408.86	1,28,13,31,778.07	(4,06,08,545.91)	61,44,76,425.32	-	-	-	-	-	61,44,76,425.32	1,49,83,95,340.64
<b>GRAND TOTAL</b>	<b>28,06,76,04,856.62</b>	<b>4,05,66,59,637.62</b>	<b>1,29,00,77,750.66</b>	<b>2,42,42,232.86</b>	<b>30,85,84,28,976.44</b>	<b>18,09,40,36,208.90</b>	<b>1,46,22,44,074.77</b>	<b>64,14,898.72</b>	<b>4,83,40,541.72</b>	<b>19,59,82,05,926.67</b>	<b>11,26,02,23,049.76</b>	<b>9,97,35,68,648.24</b>

Note to be given as to cost of assets on hire purchase basis included above

Sd/-  
Director (Accounts)

Sd/-  
Deputy Director General



## SCHEDULE 9 – INVESTMENTS FROM EARMARKED/ENDOWMENT FUNDS FORMING PART OF BALANCE SHEET AS ON 31<sup>st</sup> MARCH 2024

(Amount in ₹)

S. No.	Particulars	Current Year	Previous Year
1	Government Securities		
2	Other approved Securities		
3	Shares		
4	Debentures and Bonds		
5	Subsidiaries and Joint Ventures		
6	Others (to be specified)		
	<b>Total</b>		

Sd/-  
Director (Accounts)

Sd/-  
Deputy Director General



**SCHEDULE 10 – INVESTMENTS – OTHERS**  
**FORMING PART OF BALANCE SHEET AS ON 31<sup>st</sup> MARCH 2024**

(Amount in ₹)

S. No.	Particulars	Current Year	Previous Year
1	Government Securities		
2	Other approved Securities		
3	Shares		
4	Debentures and Bonds		
5	Subsidiaries and Joint Ventures		
6	Others (to be specified)		
	a. Fixed Deposits with banks		
	<b>Total</b>		

**Sd/-**  
**Director (Accounts)**

**Sd/-**  
**Deputy Director General**



## SCHEDULE 11 – CURRENT ASSETS, LOANS ADVANCES ETC FORMING PART OF BALANCE SHEET AS ON 31<sup>st</sup> MARCH 2024

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
	<b>A. Current Assets</b>		
<b>1</b>	<b>Inventories</b>		
	a. Stores and Spares	-	-
	b. Loose Tools	-	-
	c. Stock-in-trade		
	i. Finished Goods	-	-
	ii. Work-in-progress	-	-
	iii. Raw Materials	-	-
<b>2</b>	<b>Sundry Debtors</b>		
	a. Debts Outstanding for a period exceeding six months	13,75,07,734.97	8,93,73,042.65
	b. Others	85,44,16,499.53	1,00,72,00,153.20
<b>3</b>	<b>Cash in hand (including cheques/drafts and imprest)</b>	36,91,803.00	42,36,914.00
<b>4</b>	<b>Bank Balances</b>		
	a. With Scheduled Banks		
	i. On Current Accounts	20,69,98,593.70	(9,03,71,966.91)
	ii. On Deposit Accounts (includes margin money)	20,29,48,99,776.46	15,52,45,61,982.84
	iii. On Savings Accounts	-	-
	b. With non-scheduled Banks		
	i. On Current Accounts	-	-
	ii. On Deposit Accounts	-	-
	iii. On Savings Accounts	-	-
<b>5</b>	<b>Post Office-Savings Accounts</b>	-	-
<b>6</b>	<b>Others</b>	-	-
	<b>Total (A)</b>	<b>21,49,75,14,407.66</b>	<b>16,53,50,00,125.78</b>
	<b>B. LOANS, ADVANCES AND OTHER ASSETS</b>		
<b>1</b>	<b>Loans</b>		
	a. Staff		



S.No.	Particulars	Current Year	Previous Year
	i. LTC Advance	1,95,022.00	13,60,091.00
	ii. General Office Expenses	15,73,720.34	5,70,103.34
	b. Other Entities engaged in activities/ objectives similar to that of the Entity	-	-
	c. Other (TA and Other Advance)	33,70,407.80	11,65,955.00
<b>2</b>	<b>Advances and other amounts recoverable in cash or in kind or for value to be received</b>		
	a. On Capital Account	9,97,86,338.37	30,23,62,325.03
	b. Prepayments	2,78,58,694.00	55,67,967.00
	c. Security Deposits	9,57,07,349.00	9,59,10,375.00
	d. Others		
	i. TDS receivable	40,08,54,890.71	34,17,79,890.19
	ii. BOC, State Govt.(ICT Assistance), DOP etc.	69,55,31,421.46	1,13,87,05,277.87
	iii. Contractors	1,33,97,027.00	1,19,51,821.00
	iv. GST Input Tax Credit	1,88,62,42,697.72	1,54,52,93,375.15
<b>3</b>	<b>Income Accrued</b>		
	a. On Investments from Earmarked/ Endowment Funds	-	-
	b. On Investments – Others	-	-
	c. On Loans and Advances	-	-
	d. Others (includes income due unrealized-Rs.....)		
	i. On Deposit with Scheduled Banks	72,04,05,176.33	23,03,89,469.33
	ii. Others	45,002.00	
<b>4</b>	<b>Claims Receivable</b>	-	-
	<b>Total (B)</b>	<b>3,94,49,67,746.73</b>	<b>3,67,50,56,649.91</b>
	<b>Total (A+B)</b>	<b>25,44,24,82,154.39</b>	<b>20,21,00,56,775.69</b>

Sd/-  
Director (Accounts)

Sd/-  
Deputy Director General



**SCHEDULE 12 – INCOME FROM SERVICES  
FORMING PART OF INCOME AND EXPENDITURE ACCOUNT  
FOR THE YEAR ENDED ON 31<sup>st</sup> MARCH 2024**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Authentication services	6,12,71,76,956.95	5,44,97,44,104.20
2	Enrollment services	61,59,01,963.20	30,96,26,045.35
3	Others		
	a) Re print Aadhaar	-	-
	b) Order Aadhaar Card (OAC) Service	64,80,19,058.60	49,40,46,473.99
	c) Self Service Update Portal (SSUP)	88,06,88,112.66	95,03,65,765.50
	<b>Total</b>	<b>8,27,17,86,091.41</b>	<b>7,20,37,82,389.04</b>

Sd/-  
Director (Accounts)

Sd/-  
Deputy Director General



**SCHEDULE 13 – GRANTS/SUBSIDIES  
(IRREVOCABLE GRANTS & SUBSIDIES RECEIVED)  
FORMING PART OF INCOME AND EXPENDITURE ACCOUNT  
FOR THE YEAR ENDED ON 31<sup>st</sup> MARCH 2024**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Central Government		
	a. Grant - Salary	68,13,00,000.00	57,59,20,219.00
	b. Grant - General	5,86,08,00,000.00	9,87,06,38,514.00
2	State Governments (s)	-	-
3	Government Agencies	-	-
4	Institutions/Welfare Bodies	-	-
5	International Organisations	-	-
6	Others (Specify)		
	a. Unspent grant available in UIDAI Fund	-	-
	b. UIDAI income available in UIDAI Fund	-	-
	<b>Total</b>	<b>6,54,21,00,000.00</b>	<b>10,44,65,58,733.00</b>

Sd/-  
Director (Accounts)

Sd/-  
Deputy Director General



**SCHEDULE 14 – FEES/SUBSCRIPTIONS**  
**FORMING PART OF INCOME AND EXPENDITURE ACCOUNT**  
**FOR THE YEAR ENDED ON 31<sup>st</sup> MARCH 2024**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Entrance Fee	-	-
2	Annual Fee/Subscription	-	-
3	Seminar/Program Fee	-	-
4	Professional/Consultancy Services	-	-
5	License Fee	33,94,48,782.00	32,85,12,907.00
6	Others (RTI fee, Tender Fee, RFP fee etc.)	7,000.00	10,650.00
	<b>Total</b>	<b>33,94,55,782.00</b>	<b>32,85,23,557.00</b>

Sd/-  
Director (Accounts)

Sd/-  
Deputy Director General



**SCHEDULE 15 – INCOME FROM INVESTMENTS  
(INCOME ON INVEST FROM EARMARKED/ENDOWMENT FUNDS  
TRANSFERRED TO FUNDS)  
FORMING PART OF INCOME AND EXPENDITURE ACCOUNT  
FOR THE YEAR ENDED ON 31<sup>st</sup> MARCH 2024**

(Amount in ₹)

S.No.	Particulars	Investment from Earmarked Fund	Investment from Earmarked Fund	Investment - Others	Investment - Others
		Current Year	Previous Year	Current Year	Previous Year
<b>1</b>	<b>Interest</b>				
	a. On Govt. Securities				
	b. Other Bonds/ Debentures				
	c. Others				
<b>2</b>	<b>Dividends</b>				
	a. On Shares				
	b. On Mutual Funds Securities				
	c. Others (Specify)				
	<b>Total</b>				
	<b>Transferred To Earmarked/ Endowment Funds</b>				

Sd/-  
Director (Accounts)

Sd/-  
Deputy Director General



**SCHEDULE 16 – INCOME FROM ROYALTY, PUBLICATIONS ETC  
FORMING PART OF INCOME AND EXPENDITURE ACCOUNT  
FOR THE YEAR ENDED ON 31<sup>st</sup> MARCH 2024**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Income from Royalty		
2	Income from Publications		
3	Others (specify)		
	<b>Total</b>		

Sd/-  
Director (Accounts)

Sd/-  
Deputy Director General



**SCHEDULE 17 – INTEREST EARNED**  
**FORMING PART OF INCOME AND EXPENDITURE ACCOUNT**  
**FOR THE YEAR ENDED ON 31<sup>st</sup> MARCH 2024**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
<b>1</b>	<b>On Term Deposits</b>		
	a. With Scheduled Banks	-	
	i. On receipts from GIA	-	-
	ii. On other receipts	1,44,91,92,886.00	77,32,77,388.00
	b. With Non-Scheduled Banks	-	-
	c. With Institutions	-	-
	d. Others (Escrow A/c with EIL)	-	-
<b>2</b>	<b>On Savings Accounts</b>		
	a. With Scheduled Banks	-	-
	b. With Non-Scheduled Banks	-	-
	c. Post Office Savings Accounts	-	-
	d. Others	-	-
<b>3</b>	<b>On Loans</b>		
	a. Employees/Staff	-	-
	b. Others	-	-
<b>4</b>	<b>Interest on Debtors and Others Receivables</b>		
	a. I.T. Department	48,71,048.00	4,53,869.00
	b. Others	-	-
	<b>Total</b>	<b>1,45,40,63,934.00</b>	<b>77,37,31,257.00</b>

**Note :-** Tax deducted at source to be indicated.

i. TDS of ₹ 5,91,77,462/- Deducted on interest in the FY 2023-24.

ii. The interest of ₹ 1,44,91,92,886/- shown in Point 1 (a) (ii) is the interest earned on autosweep/ fixed deposit arrangement in current account with banks.

Sd/-  
Director (Accounts)

Sd/-  
Deputy Director General



**SCHEDULE 18 – OTHER INCOME**  
**FORMING PART OF INCOME AND EXPENDITURE ACCOUNT**  
**FOR THE YEAR ENDED ON 31<sup>st</sup> MARCH 2024**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Profit on Sale/disposal of Assets:		
	a. Owned assets	-	-
	b. Assets acquired out of grants, or received free of cost	34,677.00	(4,26,197.90)
2	Liquidated damages, penalty realized	-	84,58,91,487.40
3	Fees for Miscellaneous Services	-	-
4	Rent	5,92,412.00	6,09,014.54
5	Miscellaneous Income	3,50,02,550.92	67,33,238.71
	<b>Total</b>	<b>3,56,29,639.92</b>	<b>85,28,07,542.75</b>

Sd/-  
Director (Accounts)

Sd/-  
Deputy Director General



**SCHEDULE 19 – INCREASE/(DECREASE) IN STOCK OF FINISHED  
GOODS AND WORK IN PROGRESS  
FORMING PART OF INCOME AND EXPENDITURE ACCOUNT  
FOR THE YEAR ENDED ON 31<sup>st</sup> MARCH 2024**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Closing Stock		
	a. Finished Goods		
	b. Work-in-progress		
2	Less Opening Stock		
	a. Finished Goods		
	b. Work-in-progress		
	<b>Net Increase/(Decrease) [1-2]</b>		

Sd/-  
Director (Accounts)

Sd/-  
Deputy Director General



**SCHEDULE 20 – ESTABLISHMENT EXPENSES  
FORMING PART OF INCOME AND EXPENDITURE ACCOUNT  
FOR THE YEAR ENDED ON 31<sup>st</sup> MARCH 2024**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Salaries and Wages	53,43,23,418.00	49,32,23,982.00
2	Overtime Allowance	-	-
3	Allowances and Bonus	96,43,942.00	1,03,30,103.60
4	Medical Treatment	1,10,97,029.96	66,25,036.00
5	Tuition fee reimbursement	46,36,603.00	35,45,710.00
6	Domestic Travel Expenses	2,89,84,135.40	3,42,46,541.52
7	Foreign Travel Expenses	7,93,058.00	8,91,387.88
8	Contributions to NPS	1,41,79,445.00	1,13,63,752.00
9	Contribution to Gratuity Fund	4,32,794.00	23,21,440.00
10	Leave Salary Pension Contribution	6,19,56,877.00	5,34,38,178.00
11	Expenses on Employees' Retirement and Terminal Benefits	-	-
12	Contribution to Other Fund	-	-
13	Staff Welfare Expenses	-	-
14	Other (Leave Encashment & Honorarium)	20,65,786.00	57,36,645.00
	<b>Total</b>	<b>66,81,13,088.36</b>	<b>62,17,22,776.00</b>

Sd/-  
Director (Accounts)

Sd/-  
Deputy Director General



**SCHEDULE 21 – OTHER ADMINISTRATIVE EXPENSES  
FORMING PART OF INCOME AND EXPENDITURE ACCOUNT  
FOR THE YEAR ENDED ON 31<sup>st</sup> MARCH 2024**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Purchase	-	-
2	Labour and Processing Expenses	-	-
3	Cartage and Carriage Inwards	-	-
4	Electricity and Power	3,32,92,153.54	4,05,59,074.58
5	Water Charges	26,75,605.21	26,73,956.02
6	Insurance	-	14,717.00
7	Repairs and Maintenance	14,81,031.15	90,99,631.34
8	Excise Duty	-	-
9	Rent, Rates and Taxes	16,15,95,786.96	14,11,50,954.33
10	Vehicles Running and Maintenance	1,75,666.96	6,30,581.94
11	Postage, Telephone and Communication Charges	88,46,079.13	71,79,396.54
12	Printing and Stationary	66,63,384.39	70,88,884.77
13	Travelling and Conveyance Expenses	3,90,23,633.75	3,82,35,073.78
14	Expenses on Seminar/Workshops	26,57,439.97	36,11,583.04
15	Subscription Expenses	20,20,486.70	14,99,612.60
16	Expenses on Fees	-	-
17	Auditors Remuneration	13,75,250.00	7,66,408.00
18	Hospitality Expenses	6,29,767.82	10,33,250.92
19	Professional Charges	7,96,83,902.16	1,85,11,253.28
20	Books and Periodicals	1,75,998.64	1,76,674.62



S.No.	Particulars	Current Year	Previous Year
21	Recruitment Expenses	-	-
22	Provision for Bad and Doubtful Debts/ Advances	-	-
23	Irrecoverable Balances Written-off	-	-
24	Packing Charges	-	-
25	Freight and Forwarding Expenses	-	-
26	Distribution Expenses	-	-
27	Advertisement and Publicity	12,82,449.42	2,08,290.62
28	Legal Charges	2,97,59,590.02	1,25,30,800.40
29	Payment to Contractual Staff (MTOs, Office Boys, etc.)	13,30,01,527.60	10,98,52,370.98
30	Others		
	i. Sitting Fees	1,60,000.00	-
	ii. Annual Maintenance Charges	36,16,996.47	14,66,306.28
	iii. Office Expenses	11,72,53,858.78	11,66,95,522.68
	iv. Donation	-	-
	v. Payment to CISF ( UIDAI-HQ)	4,25,59,187.99	3,68,30,752.94
	<b>Total</b>	<b>66,79,29,796.66</b>	<b>54,98,15,096.66</b>

Sd/-  
Director (Accounts)

Sd/-  
Deputy Director General



**SCHEDULE 22 – OPERATIONAL EXPENSES  
FORMING PART OF INCOME AND EXPENDITURE ACCOUNT  
FOR THE YEAR ENDED ON 31<sup>st</sup> MARCH 2024**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
<b>1</b>	<b>Enrolment, Authentication and Updation</b>		
	a. Assistance to Registrars	2,01,39,90,791.72	6,15,23,32,908.57
	b. Quality Controls (Pre-ABIS)	-	1,11,52,634.00
	c. Advertisement and Publicity	3,62,62,102.00	2,98,70,160.39
	d. BPO Updation Cost	-	6,32,53,659.22
<b>2</b>	<b>Technology Operations</b>		
	a. Office Expenses/BSP & TSP Payments		
	i. Payment to Biometric Service Provider(BSP)	53,53,33,525.48	34,04,59,965.88
	ii. Payment to Telecom Service Provider(TSP)	1,90,22,581.47	2,24,01,676.08
	iii. Office Expenses (Data centres)	35,91,38,365.78	38,15,30,939.31
	b. Rent, Rates & Taxes	-	-
	c. Professional Services/MSP/MSAP/MSIP cost		
	i. Annual Maintenance Cost(AMC)	37,30,01,893.84	1,15,54,03,842.72
	ii. Manpower Service	80,12,68,931.33	1,13,01,05,711.15
	d. Payment to CISF	-	-
	e. KM Portal Development Charges	-	-
<b>3</b>	<b>Logistics and Other Communication</b>		
	a. Printing Cost	90,67,53,086.92	47,49,02,628.47
	b. Dispatch Cost	1,41,89,45,635.42	92,43,51,127.30
	c. TFN/Contact Centre Cost	61,01,91,551.58	64,22,47,433.59
	d. Grievance Handling Operators	79,01,333.82	79,24,324.58
	e. Other Charges	-	-
<b>4</b>	<b>Aadhaar Enabled Applications</b>		
	a. ICT Assistance to States/UTs	4,97,50,000.00	50,59,494.00
	b. Micro ATM Assistance	-	-



S.No.	Particulars	Current Year	Previous Year
	c. Development of Aadhaar based Applications	-	-
	d. AEA/ State Resource Person	-	-
	e. Other Charges	-	-
<b>5</b>	<b>Other Support Operations</b>		
	a. D. M. S.	-	-
	b. D. M. S. – QC	1,05,88,09,813.80	41,29,40,035.68
	c. GRCP	9,96,20,427.92	7,65,32,616.24
	d. Training & Testing/ Certification	3,32,61,460.88	1,08,87,713.00
<b>6</b>	<b>UBCC Operations</b>		
	a. OE	-	-
	b. OAE	-	-
	c. Grants in Aid	-	-
<b>7</b>	<b>Physical Security</b>		
	a. Salaries	30,58,91,801.00	33,73,89,015.22
	b. Office Expenses	1,24,43,185.33	68,67,520.18
	c. Rent, Rates & Taxes	41,29,920.00	37,97,860.00
	d. Other Charges	36,23,438.00	56,02,797.16
<b>8</b>	<b>Information Technology</b>		
	a. Office Expenses	33,14,512.00	62,68,344.95
	b. Rent, Rates & Taxes	-	-
	c. Professional Services (PMU, TSU, Other Contracts)	44,54,90,302.53	26,54,27,403.60
	d. Other Expenses	2,80,002.84	-
<b>9</b>	<b>North Eastern Areas (UIDAI)</b>		
	a. Logistics and Other Communication	-	-
	b. Other Charges	-	-
	<b>Total</b>	<b>9,09,84,24,663.66</b>	<b>12,46,67,09,811.29</b>

Sd/-  
Director (Accounts)

Sd/-  
Deputy Director General



**SCHEDULE 23 – EXPENDITURE ON GRANTS, SUBSIDIES ETC  
FORMING PART OF INCOME AND EXPENDITURE ACCOUNT  
FOR THE YEAR ENDED ON 31<sup>st</sup> MARCH 2024**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Grants given to Institutions/Organisations		
2	Subsidies given to Institutions/Organisations		
	<b>Total</b>		

**Note :-** Name of the Entities, their Activities along with the amount of Grants/Subsidies are to be disclosed

Sd/-  
Director (Accounts)

Sd/-  
Deputy Director General



**SCHEDULE 24 – INTEREST**  
**FORMING PART OF INCOME AND EXPENDITURE ACCOUNT**  
**FOR THE YEAR ENDED ON 31<sup>st</sup> MARCH 2024**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Interest		
	a. On Fixed Loans	-	-
	b. On Other Loans (including Bank Charges)	-	-
	c. Others (on OD against FD)	-	96,31,588.46
2	Bank Charges	-	-
	<b>Total</b>	<b>-</b>	<b>96,31,588.46</b>

Sd/-  
Director (Accounts)

Sd/-  
Deputy Director General



## SCHEDULE 25 – SIGNIFICANT ACCOUNTING POLICIES FORMING PART OF ACCOUNTS FOR THE YEAR ENDED ON 31<sup>st</sup> MARCH 2024

### 1. BASIS OF ACCOUNTING

**1.1** The financial statements are prepared as per the Unique Identification Authority of India (Form of Annual Statement of Accounts) Rules, 2018 in Form 'A', Form 'B' and Form 'C' and the Schedules annexed to these Rules.

**1.2** The financial statements are prepared on the basis of historical cost convention, unless otherwise stated and on the accrual method of accounting.

### 2. INVESTMENTS

**2.1** Investments classified as “long term investments” are carried at cost. Provision for the decline, other than temporary, is made in carrying cost of such investments.

**2.2** Investments classified as “Current” are carried at lower of cost and fair value. Provision for the shortfall on the value of such investments is made for each investment considered individually and not on a global basis.

**2.3** Cost includes acquisition expenses like brokerage, transfer stamps.

### 3. FIXED ASSETS

**3.1 Tangible Assets** - Tangible assets are carried at cost, minus accumulated depreciation and impairment losses, if any. The cost of fixed assets comprises its purchase price net of any trade discounts and rebates, import duties and other taxes (other than those subsequently recoverable from the tax authorities), any directly attributable expenditure on making the asset ready for its intended use, other

incidental expenses and interest on borrowings attributable to the acquisition of qualifying fixed assets up to the date the asset is ready for its intended use. Subsequent expenditure on tangible assets after its purchase/completion is capitalized only if such expenditure results in an increase in the future benefits from such asset beyond its previously assessed standard of performance.

**3.2 Capital Work in Progress** - Expenditure incurred on construction of assets which are not ready for their intended use are carried at cost, minus impairment loss (if any), under Capital Work-in-Progress. The cost includes the purchase cost including import duties, non-refundable taxes, and directly attributable costs.

**3.3 Intangible Assets** - The cost of intangible assets comprises its purchase price net of any trade discounts and rebates, import duties and other taxes (other than those subsequently recoverable from the tax authorities), any directly attributable expenditure on making the asset ready for its intended use, other incidental expenses and interest on borrowings attributable to acquisition of qualifying fixed assets up to the date the asset is ready for its intended use. Subsequent expenditure on intangible assets after its purchase/completion is capitalized only if such expenditure results in an increase in the future benefits from such asset beyond its previously assessed standard of performance.

**3.4** Fixed Assets received by way of non-monetary grants, (other than the Corpus Fund), are capitalized at values stated, by corresponding credit to Capital Reserve.



## 4. DEPRECIATION

4.1. Depreciation on fixed assets has been provided on the Straight Line Method (SLM)

with effective life of the assets with 5% residual value (10% in case of Laptop/Tablet and 'Zero' in case of intangible assets) as per the details given below :-

Sr. No	Description of Assets	Depreciation Rate	Retention period	Remarks
1	Servers, Network, Storage, Security devices, other biometric device, Data processing unit (DPU)	15.83%	6 years	As per Schedule II of the Companies Act, 2013
2	Desktops Monitors, Printers, Scanners, Switch , other IT tools	31.67%	3 years	As per Schedule II of the Companies Act, 2013
3	Software	33.33%	3 years	As per UIDAI internal policy
4	Mobile Handset	47.50%	2 years	As per UIDAI internal policy
5	Laptop, Tablet	30%	3 years	As per UIDAI internal policy
6	Office Equipments	19%	5 years	As per Schedule II of the Companies Act 2013
7	Furniture & Fixtures	9.50%	10 years	As per Schedule II of the Companies Act 2013
8	Building	1.58%	60 years	As per Schedule II of the Companies Act 2013
9	Plant & Machinery	6.33%	15 years	As per Schedule II of the Companies Act 2013
10	Vehicle (Car)	11.88%	8 years	As per Schedule II of the Companies Act 2013

4.2 In respect of additions to/deductions from fixed assets during the year, depreciation is considered on pro-rata basis.

4.3 Assets costing 5,000/- or less each are fully provided.

## 5. MISCELLANEOUS EXPENDITURE

5.1 Deferred revenue expenditure is written off over a period of five years from the year it is

incurred.

## 6. GOVERNMENT GRANTS/ SUBSIDIES AND RECEIPTS OTHER THAN GOVERNMENT ASSISTANCE

6.1 Government grants to the extent released by the Ministry has been received through Treasury Single Accounts (TSA).



**6.2** All other receipts except at Point 6.1 above have been credited to ‘UIDAI Fund’ as per Section 25 of “The Aadhaar (Targeted Delivery of Financial and other Subsidies, Benefits and Services) Act, 2016 (as amended)”.

**6.3** Interest earned, if any on the Government grants is being remitted to Consolidated Fund

of India (CFI).

**6.4** The un-utilized balances of earlier years refunded by agencies are adjusted from the outstanding advances standing against them and the same are being remitted to CFI.

**6.5** Rates and Validity period of License Fees from ASA/AUA/KUA are as under :

Type of Agency	Pre - Production License Fee (Validity 3 Months)	Production License Fee (Validity 2 Years)	
	Amount ₹	No. of Transactions performed per year	Amount ₹
ASA	₹10 Lakh	NA	₹1 Crore
AUA/KUA	₹5 Lakh*	Upto 5 Lakh	₹5 Lakh
		Above 5 Lakh upto 20 Lakh	₹10 Lakh
		Above 20 Lakh	₹20 Lakh
Sub AUA/ Sub KUA	NA	NA**	₹3 Lakh

\* Newly appointed AUAs/KUAs granted free of cost access to pre-production environment for first three months. Further, if they move into production within the period of three months of on- boarding into pre-production, they will pay full license fee for production environment. If the entity fails to move into production within three months of grant of free access to pre-production environment, it will have to pay pre-production license fee of ₹ 5 lakhs valid for first three months for the free access period as well as each subsequent renewal.

\*\* i. The Central/State Govt. Departments performing less than 50,000 transactions per year to avail authentication services through the license keys of their respective AUAs/ KUAs without paying any license fee.

ii. Sub-AUAs which are performing more than 1 crore transactions per year to be encouraged to become full-fledged AUA.

The income from License Fees is being booked on the basis of proportionate number of days i.e. from the date of raising of invoice to the end of current Financial Year and the balance amount is booked as “income received in advance” to be booked in the coming Financial years on a proportionate basis

**6.6** From the Financial Year 2023-24 onwards, payment to Registrars are being made by the Regional Offices of UIDAI.

**6.7** From the Financial Year 2023-24 onwards, Liquidated Damages (LD)/Penalty is deducted from the gross expenditure and also the same has not been treated as an income.



## 7. FOREIGN CURRENCY TRANSACTIONS

**7.1** Transactions denominated in foreign currency are accounted at the exchange rate prevailing on the date of the transaction.

**7.2** Current assets, foreign currency loans and current liabilities are converted at the exchange rate prevailing as at the year end and the resultant gain/loss is adjusted to cost of fixed assets, if the foreign currency liability relates to fixed assets, and in other cases is

considered to revenue.

## 8. LEASE

**8.1** Lease rentals are expensed with reference to lease term.

## 9. RETIREMENT BENEFITS

**9.1** There is no liability towards retirement benefits as all the employees of UIDAI are on deputation basis from the other Ministries/ Departments and Government agencies.

Sd/-  
Director (Accounts)

Sd/-  
Deputy Director General



## SCHEDULE 26 – CONTINGENT LIABILITIES AND NOTES ON ACCOUNTS FORMING PART OF ACCOUNTS FOR THE YEAR ENDED ON 31<sup>st</sup> MARCH 2024

### 1. CONTINGENT LIABILITIES

- a. Claims against the Entity not acknowledged as debts – ₹485,45,77,700/- (Previous Year ₹485,07,06,184/-). Details given at point (h) below.
- b. In respect of :
  - i. Bank Guarantees given by/on behalf of the Entity – Nil (Previous Year – Nil)
  - ii. Letter of Credit opened by Bank on behalf of Entity – Nil (Previous Year Nil)
  - iii. Bills discounted with bank – Nil (Previous Year – Nil)
- c. Disputed demand for TDS Defaults of ₹4,62,350/- as on 31st March 2024 against UIDAI Headoffice and Regional Offices. (Previous year ₹16,89,530/-)
- d. Municipal Taxes – Nil (Previous Year – Nil)
- e. Maintenance charges for ₹20.57 Lakh and rental dues amounting to ₹5.92

crore have been demanded by LIC for Tower 2/Level-2 at Jeewan Bharati Building, however, the same is not acceptable to UIDAI. Accordingly no liability has been created.

- f. Claims from parties for non-execution of orders, but contested by the Entity– Nil (Previous Year – Nil)
- g. Disputed demand for GST amounting to ₹4,24,38,306/- as on 31st March 2024 (Previous year – Nil)
- h. Land admeasuring 930 sqm. (approx.) allotted by the Land & Development Officer (L&DO), Delhi for Aadhaar Housing Complex (AHC) has been under unauthorized occupation. Proceedings under Public Premises (Eviction of Unauthorized Occupants) Act, 1971 (PPA) are going on and the decision of Hon`ble District and Session Court is awaited.
- i. Details of Court cases pending against UIDAI for claims of ₹485,45,77,700/- as on 31<sup>st</sup> March, 2024 :-

(Figures in Rupees)

SL No	Suit filed by M/s.	Matter pending in	Financial claim of the Petitioner	Remarks
1	HCL Infosystems Ltd.	Arbitral Tribunal under 'Arbitration and Conciliation Act, 1996'	151,64,80,518/-	The detailed remarks given below at Sl. 1
2	HCL Infosystems Ltd.		312,44,90,000/-	The detailed remarks given below at Sl. 1
3	Tele-performance Global Services Pvt. Ltd. (formerly Serco BPO Services P. Ltd.)		5,14,00,000/-	Original Claim by M/s. Serco ₹3.28 Crore & revised claim ₹5.14 Crore
4	Reliance Communication Ltd (RCom)	Delhi High Court	8,95,00,000/-	Claim by M/s. RCOM for ₹8.95 Crore



SL No	Suit filed by M/s.	Matter pending in	Financial claim of the Petitioner	Remarks
5	i-Energizer IT Services Pvt Ltd	Patiala House District Court, New Delhi	44,22,000/-	Claim by M/s. i-Energizer IT Services for ₹44.22 lakh
6	Munish Mangala	Civil Judge, Sr. Division Ambala Court	23,11,840/-	CMA/14/2019
7	Dalbir Singh	High Court of Punjab & Haryana	1,86,420/-	Claim of refund of amount along-with interest and bank guarantee
8	Percept H Pvt. Ltd	District Court, Saket Ranchi	33,84,724/-	303/2017
9	Multiwave Innovations	Jaipur Bench, Rajasthan	5,77,30,682/-	Arbitration
10	Kamlesh Sharma	Consumer Court, Chandigarh	1,00,000/-	Consumer Complaint
11	Nishant Arora	Consumer Court, Chandigarh	5,00,000/-	Consumer Complaint
12	Rajesh Goyal	Permanent Lok Adalat Barnala	40,000/-	PLA complaint
13	Bhawani Sharma	Permanent Lok Adalat Patiala	5,00,000/-	PLA complaint
14	Manohar Singh	District Session Court, Chandigarh	35,31,516/-	Rent Appeal
<b>Total</b>			<b>485,45,77,700/-</b>	

**Note :-**

- (1) a.** Post two interim final awards, the claims from HCL Info systems now pertain as under:-
- Additional Costs for extension period from 07 Aug 2019 to 06 May 2020 and wrongful deduction during this period for 'Statement of Claim' (SoC1) ₹44,39,65,967/- (₹14,41,30,661/- + ₹29,98,35,306/-), including interest @12.85% till 13 July, 2021.
  - Market rates claim Consent period from 07 May 2020 till 06 Apr 2021 (SoC2) for ₹96,28,15,178/- [(a) Wrongful deductions of GST for ₹2,11,04,393/- + (b) Unpaid portion of Market rate for services ₹80,33,59,764/- + (c) Wrongful deduction of ₹13,83,51,021/-], including interest @10.03% till 13 Jul 2021.
  - Market rates claim Consent period from 07 Apr 2021 till 06 Aug 2021 for AMCs only (SoC3) for ₹10,96,99,373/-.
  - MSP claims against wrongful deductions in second arbitration case is inclusive of ₹95.46 crore as interest @12.85%.



- (v) *Against the HCL Infosystems Ltd. financial claim of ₹151,64,80,518/-, UIDAI also submitted counter claim of ₹55,93,12,102/-.*
- b.** *Against the HCL Infosystem Ltd. financial claim of ₹312,44,90,000/-, UIDAI also submitted counter claim of ₹1,29,66,33,946/-)*
- c.** *The interest calculation has been done by HCL Infosystems only up to the date of filing of the claim.*
- d.** *The liability is purely contingent upon the award of the Arbitral Tribunal.*
- e.** *Apart from above, there are some other pending cases also in which, financial implication is either 'Nil' or not ascertainable.*

## 2. CAPITAL COMMITMENTS

Estimated value of contracts remaining to be executed on capital account and not provided for (net of advances) ₹281.05 crore (Previous year ₹459.20 crore).

## 3. LEASE OBLIGATIONS

**3.1** Future obligations for rentals under finance lease arrangements for Plant and Machinery amount to - NIL. (Previous Year – NIL)

**3.2** Tech-Bengaluru, UIDAI vide Lease Agreement dated 24th June 2011 had acquired a land measuring 12372.40 Sq. Mtrs at a cost price of ₹9.87 crore on lease basis for a period of thirty years towards construction of Technology Centre at Bengaluru. The accounting treatment and depreciation policy in this regard is given below :-

- i. Terms of Lease – The lease agreement may be renewed after completion of 30 years for a period to be determined by the Lessor by a separate deed.
- ii. For accounting purpose, the leasehold land has been shown separately in Schedule -8 Fixed Assets.
- iii. The land has been amortized by taking into consideration the lease period of the asset i.e. 30 years as per the Lease agreement.

## 4. TAXATION

As per Section 50A of the Aadhaar Act, 2016 (as amended), UIDAI has been exempted from Income Tax on all its income, hence, no provision for 'Income Tax' has been made.

## 5. CURRENT ASSETS, LOANS AND ADVANCES

**5.1** The current assets, loans and advances have a value on realization in the ordinary course of business, equal at least to the aggregate amount shown in the Balance Sheet.

**5.2** UIDAI has hired two agencies for providing services relating to enrollment, biometric and demographic updation of Aadhaar for the general public across India through Aadhaar Seva Kendras (ASKs). These agencies collect fee from general public and remit the same in the bank account(s) of UIDAI.

**5.3** Major advances are given under three categories namely ICT Assistance to States for Aadhaar related works, Aadhaar letter dispatch charges to D/o Posts and for Media campaigns to BOC/AIR/Doordarshan. These advances are initially shown in the Balance Sheet as Loans & Advances and on receipt of invoice/ utilization certificates, the same are booked as Expenditure.



## 6. REMUNERATION TO AUDITORS

- i. - For Taxation Matters – Nil  
(Previous Year – Nil)
- ii. - For Management Service – Nil  
(Previous Year – Nil)
- iii.- For Certificaton Purpose ₹13,75,250/-  
(Previous Year – ₹7,66,408/-)
- iv. Others – Nil (Previous year - Nil)

## 7. PRIOR PERIOD ADJUSTMENTS

**7.1** Utilization certificates received for the period prior to 1<sup>st</sup> April 2023 have been booked as prior period expenses.

**7.2** All Expenses and Income pertaining to period prior to 1st April 2023 have been booked as prior period expenses and income respectively.

**7.3** All the prior period items are shown separately in Income & Expenditure Account.

**8.** Corresponding figures for the previous financial year have been regrouped and rearranged wherever necessary.

**9.** Schedules 1 to 26 are annexed to, and form an integral part of the Balance Sheet as on 31st March 2024, the Income and Expenditure Account and the Receipts and Payments Account for the year ended on that date.

Sd/-  
Director (Accounts)

Sd/-  
Deputy Director General

Sd/-  
Chief Executive Officer



## 11. ANNEXURES

### 11.1 ANNEXURE I: THE AADHAAR ACT, 2016

The Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Bill, 2016 after receiving the assent of the President on 25.03.2016 became 'The Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016' and was published in the Official Gazette of India, Extraordinary, Part II, Section I, dated the 26.03.2016 (Act No. 18 of 2016; referred to as "Aadhaar Act, 2016") by the Legislative Department, for general information. Sections 11 to 20, 22 to 23 and 48 to 59 of the Aadhaar Act, 2016 came into force on 12.07.2016 and Sections 1 to 10 and 24 to 47 came into force on 12.09.2016.

The Aadhaar Act, 2016 provides for, as a good governance, efficient, transparent and targeted delivery of subsidies, benefits and services, the expenditure for which is incurred from the Consolidated Fund of India or the Consolidated Fund of State, to individuals residing in India through assigning of unique identity numbers (called Aadhaar numbers) to such individuals and for matters connected therewith or incidental thereto.

Some of the key salient features of Aadhaar Act, 2016 have been listed below:

- 1. Section 1:** Statutory Basis to Aadhaar Act, 2016 & Commencement of Act on announcement of the date.
- 2. Section 3:** Every Resident is entitled to get Aadhaar. Resident is an Individual residing in India for 182 days or more in the immediately preceding one year.
- 3. Section 7:** Empowers Central/State ministries/departments to require

Aadhaar for identifying individuals for availing Government Benefits, Subsidies or services from the consolidated fund of India.

- 4. Section 8:** Aadhaar Authentication & Consent from the Aadhaar number Holder.
- 5. Section 29:** Restriction on Sharing information:
  - a. The identity information (other than the Core biometric information) may be shared only in accordance with the Aadhaar Act, 2016.
  - b. Aadhaar can only be used for the purpose disclosed at the time of collection of Aadhaar or authentication.
  - c. Core biometrics can never be given to any agency and be used for any other purpose.
  - d. Aadhaar cannot be published, displayed or posted publicly.
- 6. Section 33: Disclosure of information in certain cases:** Section 33(1) apply in respect of any disclosure of information, including identity information and authentication records, if ordered by a court not inferior to that of a Judge of a High Court. Section 33(2) apply in respect of any disclosure of information, including identity information and authentication records, made in the interest of national security, on direction of an officer not below the rank of Secretary to the Government of India.
- 7. Section 40 & 42:** Provisions for punitive measures including fines and/or imprisonment up to 3 years for impersonation, unlawful



dissemination/sharing of information. Applicable to both individuals and companies.

For further details, on the Aadhaar Act, 2016 the following link available on UIDAI website may be referred:

[https://uidai.gov.in/images/targeted\\_delivery\\_of\\_financial\\_and\\_other\\_subsidies\\_benefits\\_and\\_services\\_13072016.pdf](https://uidai.gov.in/images/targeted_delivery_of_financial_and_other_subsidies_benefits_and_services_13072016.pdf)

Subsequently the Hon'ble Supreme Court of India in the main W.P. (Civil) No. 494/2012 in the matter of Justice K.S. Puttaswamy (Retd.) and Anr. vs Union of India and Ors vide judgement dated 26.09.2018 upheld the constitutional validity of Aadhaar; with few restrictions and changes.

Based on the Judgement on Aadhaar and recommendations of Justice B.N.Srikrishna (Retd.) Committee, decision was taken to bring necessary changes in the Aadhaar Act, 2016 to incorporate safeguards to ensure privacy, prevent misuse of personal information and prevent denial of services and benefits to eligible persons. Besides, changes were also required in the Indian Telegraph Act, 1885 and Prevention of Money Laundering Act, 2002 to allow voluntary uses of Aadhaar authentication for obtaining SIM cards and opening of bank accounts respectively. Accordingly, necessary amendments were made through the Aadhaar and Other Laws (Amendment) Bill, 2019. Later on, the Aadhaar and Other Laws (Amendment) Ordinance, 2019 (No. 9 of 2019) was promulgated by the President on 02.03.2019 and came into force at once. The said Ordinance was replaced by the Aadhaar and Other Laws (Amendment) Act, 2019 which was published in the Official Gazette of India on 24.07.2019 (14 of 2019). Sections of the Aadhaar and Other Laws (Amendment) Act, 2019 come into force on 25.07.2019 after notification. This amended Act inter-alia provides for use of Aadhaar

authentication by the State Government, for the purpose of establishing identity of an individual as a condition for receipt of a subsidy, benefit or service for which the expenditure is incurred from, or the receipt therefrom forms part of, the Consolidated Fund of State.

### **Salient features of the Aadhaar and Other Laws (Amendment) Act, 2019:**

1. To provide for alternate numbers generated by the Authority to conceal the actual Aadhaar number of an individual;
2. To give an option to children to cancel their Aadhaar number on attaining the age of eighteen years;
3. To provide for voluntary use of Aadhaar number in physical or electronic form by authentication or offline verification or other mode(s);
4. Authentication or offline verification of Aadhaar number can be performed only with the informed consent of the Aadhaar number holder;
5. Prevention of denial of services for refusing to, or being unable to undergo authentication;
6. To place safeguards and restrictions on performing authentication;
7. To lay down the procedure for offline verification;
8. To confer power upon the Authority to give such directions as it may consider necessary to any entity in Aadhaar ecosystem;
9. For establishment of Unique Identification Authority of India Fund;
10. To enhance the restrictions on sharing of information;
11. To provide for civil penalties, its adjudication and appeal;
12. To omit Section 57 of the Aadhaar Act;
13. To allow the use of Aadhaar number



for authentication on voluntary basis as acceptable KYC document under the Telegraph Act, 1885 and the Prevention of Money Laundering Act, 2002;

14. To allow the State Government also for the purpose of establishing identity of an individual as a condition for receipt of subsidy, benefit or service for which the expenditure is incurred from the Consolidated Fund of State under

Section 7 of the said Act.

For further details on the Aadhaar and Other Laws (Amendment) Act, 2019 the following link available on UIDAI website may be referred:

[https://uidai.gov.in/images/news/Amendment\\_Act\\_2019.pdf](https://uidai.gov.in/images/news/Amendment_Act_2019.pdf)

Further, The Amended Aadhaar Act is available at the link [https://uidai.gov.in/images/Aadhaar\\_Act\\_2016\\_English.pdf](https://uidai.gov.in/images/Aadhaar_Act_2016_English.pdf)

## 11.2 ANNEXURE II: AADHAAR REGULATIONS

The following Regulations and their amendments are notified pursuant to the Aadhaar Act, 2016 and the Aadhaar and Other Laws (Amendment) Act, 2019:

**Table-15 – List of Regulations**

S. No.	Regulations	Published Date
1	The Unique Identification Authority of India (Transaction of Business and Meetings) Regulations, 2016 (No. 1 of 2016)	14 September, 2016
2	The Aadhaar (Enrolment and Update) Regulations, 2016, (No.2 of 2016)	14 September, 2016
3	The Aadhaar (Authentication) Regulations, 2016 (No. 3 of 2016) [Superseded by The Aadhaar (Authentication and Offline Verification) Regulations, 2021 (No. 2 of 2021) dated 09.11.2021]	14 September, 2016
4	The Aadhaar (Data Security) Regulations, 2016 (No.4 of 2016)	14 September, 2016
5	The Aadhaar (Sharing of Information) Regulations, 2016 (No.5 of 2016)	14 September, 2016
6	The Aadhaar (Enrolment and Update) (First Amendment) Regulations, 2017 (No. 1 of 2017)	15 February, 2017
7	The Aadhaar (Enrolment and Update) (Second Amendment) Regulations, 2017 (No. 2 of 2017)	7 July, 2017
8	The Aadhaar (Enrolment and Update) (Third Amendment) Regulations, 2017 (No. 3 of 2017)	11 July, 2017
9	The Aadhaar (Enrolment and Update) (Fourth Amendment) Regulations, 2017 (No.5 of 2017)	31 July, 2017
10	The Aadhaar (Enrolment and Update) (Fifth Amendment) Regulations, 2018 (No.1 of 2018)	12 January, 2018
11	The Aadhaar (Enrolment and Update) (Sixth Amendment) Regulations, 2018 (No.2 of 2018)	31 July, 2018



S. No.	Regulations	Published Date
12	The Aadhaar (Pricing of Aadhaar Authentication Services) Regulations, 2019 (No. 1 of 2019) [superseded by The Aadhaar (Pricing of Aadhaar Authentication Services) Regulations, 2021 (No. 1 of 2021) dated 14.10.2021]	7 March, 2019
13	The Aadhaar (Enrolment and Update) (Seventh Amendment) Regulations, 2019 (No. 3 of 2019)	9 September, 2019
14	The Unique Identification Authority of India (Appointment of Officers and Employees) Regulations, 2020 (No. 1 of 2020)	22 January, 2020
15	The Unique Identification Authority of India (Salary, Allowances and other Terms and Conditions of Service of Employees) Regulations, 2020 (No. 2 of 2020)	22 January, 2020
16	The Aadhaar (Enrolment and Update) (Eighth Amendment) Regulations, 2020 (No. 3 of 2020).	02 July, 2020
17	The Aadhaar (Pricing of Aadhaar Authentication Services) Regulations, 2021 (No. 1 of 2021)	14 October, 2021
18	The Aadhaar (Authentication and Offline verification) Regulations, 2021 (No. 2 of 2021)	09 November, 2021
19	The Unique Identification Authority of India (Appointment of Officers and Employees) (First Amendment) Regulations, 2021 (No. 3 of 2021)	28 December, 2021
20	The Aadhaar (Authentication and Offline Verification) (First Amendment) Regulations, 2022 (No. 1 of 2022)	04 February, 2022
21	The Aadhaar (Enrolment and Update) (Ninth Amendment) Regulations, 2022 (No. 2 of 2022)	03 March, 2022
22	The Unique Identification Authority of India (Appointment of Officers and Employees) (Second Amendment) Regulations, 2022 (No. 3 of 2022)	21 March, 2022
23	Unique Identification Authority of India (Appointment of Officers and Employees) (Third Amendment) Regulation, 2022 (No. 5 of 2022)	18 July, 2022
24	The Aadhaar (Enrolment & Update) (Tenth Amendment) Regulations, 2022 (No. 6 of 2022)	9 November, 2022
25	The Aadhaar (Authentication and Offline Verification) (Second Amendment) Regulations, 2023 (No. 1 of 2023)	27 February, 2023
26	The Aadhaar (Pricing of Aadhaar Authentication Services) (First Amendment) Regulations, 2023 (No. 2 of 2023)	27 February, 2023
27	The Unique Identification Authority of India (Appointment of Officers and Employees) Amendment Regulations, 2023	26 September, 2023



S. No.	Regulations	Published Date
28	The Aadhaar (Enrolment and Update) Amendment Regulation, 2023	29 September, 2023
29	The Aadhaar (Authentication and Offline Verification) Amendment Regulations, 2023	03 October, 2023
30	The Aadhaar (Payment of Fees for Performance of Authentication) Regulations, 2023	03 October, 2023
31	Aadhaar (Enrolment and Update) Amendment Regulations, 2024	16 January, 2024
32	Unique Identification Authority of India (Appointment of Officers and Employees) Amendment Regulations, 2024	25 January, 2024
33	Aadhaar (Enrolment and Update) Second Amendment Regulations, 2024	27 January, 2024
34	Aadhaar (Sharing of Information) Amendment Regulations, 2024	27 January, 2024
35	Aadhaar (Payment of Fees for Performance of Authentication) Amendment Regulations, 2024	31 January, 2024
36	Aadhaar (Authentication and Offline Verification) Amendment Regulations, 2024	31 January, 2024
37	Corrigendum for the Hindi version of the notification number HQ-13073/1/2020-AUTH.II(E), dated the 31st January, 2024 of the UIDAI.	09 February, 2024

The aforementioned regulations help in day-to-day functioning of UIDAI. The regulations are

available on <https://uidai.gov.in/about-uidai/legal-framework/regulations.html> on UIDAI website.



## 11.3 ANNEXURE III: LIST OF ACCEPTABLE SUPPORTING DOCUMENTS FOR VERIFICATION

List of Documents that may be presented to evidence Proof of Identity, Address, Relationship or Date of Birth for Enrolment for Aadhaar Number of Individual up to Five Years of Age

✓ means allowed and ✗ means not allowed

• Enrolment Type I: Head of the Family (HoF) based enrolment			
Sl. No.	List of documents (see note below this tabular statement)	Proof of Relationship (POR) document, containing name of child and name of Head of Family (HoF)	Proof of Date of Birth (PDB) document, containing name and Date of Birth
1.	Birth certificate issued by Authorised Authority (in the respective States) under the Registration of Births and Deaths Act, 1969, read with the rules made thereunder	✓	✓
2.	Valid Indian Passport (only applicable for NRIs)	✓	✓
3.	Document to prove legal guardianship	✓	✗
• Enrolment Type II: Document based enrolment			
Sl. No.	List of documents (see note below this tabular statement)	Proof of Identity (POI) document, containing name and photograph	Proof of Address (POA) document, containing name and address in India
4.	Certificate issued on UIDAI Standard Certificate format by Superintendent/ Warden/ Matron/ Head of Institution of recognised shelter homes or orphanages (only for children of the shelter home or orphanage concerned).	✓	✓
• Documents applicable for holders of Overseas Citizen of India (OCI) card holder, nationals of Nepal and Bhutan and other foreign nationals seeking enrolment			
5.	Valid OCI card, along with valid foreign passport, for individual who have stayed in India for 182 days or more in the immediately preceding 12 months	✓	✗*
6.	Valid Long Term Visa (LTV) document, along with foreign passport (valid or expired), of the country of origin, issued to minorities communities of Afghanistan, Bangladesh and Pakistan (Hindus, Sikhs, Buddhists, Jains, Parsis and Christians)	✓	✗*
7.	Valid visa, along with valid foreign passport issued, to other foreign nationals who have stayed in India for 182 days or more in the immediately preceding 12 months	✓	✗*
8.	Passport of Nepal/Bhutan for nationals of Nepal/Bhutan. In case passport is not available, both of the following documents to be submitted: (a) Valid Nepalese/ Bhutanese Citizenship Certificate (b) Limited validity Photo Identity Certificate issued by Nepalese Mission / Royal Bhutanese Mission in India for stay of more than 182 days	✓	✗*

\* Proof of Address documents as in the list of acceptable supporting documents for Aadhaar enrolment (above five years) will be applicable.

**Note:**

Any document listed in the above tabular statement shall be acceptable only if it meets the following conditions, namely:—

- It is currently valid (unless otherwise expressly provided for above);
- The person in respect of whom such document is issued is entitled for the same;
- If the information contained in the document is publicly displayed or otherwise accessible to UIDAI online or is verifiable offline through digital means made available by the authority issuing the same, such information is verified if such means are used; and
- The authority issuing the document presented to evidence proof of identity, address, date of birth or relationship has not made any declaration in respect of such category of document that such document is not proof of the same.



**Important Note:**

- For resident Indian and non-resident Indian (NRI) born on and after 1.10.2023, birth certificate is mandatory.
- Head of Family (HoF) based enrolment is mandatory (except for children residing in shelter homes or orphanages and foreign national seeking enrolment) for children below five years of age. Any one of the parents or legal guardian can become HoF.
- HoF must have a valid Aadhaar before performing HoF based enrolment.
- Aadhaar number of both the parents is required for HoF based enrolment and biometric authentication by one of the parents is mandatory.
- Name of the child and HoF must be mentioned in the PoR document
- Name of the individual as mentioned in the supporting document, will be replicated as such in the individual's Aadhaar. No additional information like parent/guardian first name, middle name and last name will be considered
- The address mentioned in the HoF Aadhaar will be used in the child's Aadhaar.
- For foreign national seeking enrolment, the Aadhaar issued will be valid only till validity of the visa. However, in case of Nepal/Bhutan nationals, the Aadhaar issued will be valid for a period of ten years
- For OCI card holders, the Aadhaar issued will be valid only for a period of ten years.
- For LTV document holders, the Aadhaar issued will be valid only till the validity of LTV document.
- HoF is encouraged to provide any of the below mentioned Proof of Identity (PoI) documents issued in name of the Child:-
  - Indian Passport
  - Photo Identity Card/Certificate with photograph issued by Central Govt./State Govt. like Domicile Certificate, Resident Certificate etc.
  - ST/ SC/ OBC Certificate issued by Central Govt./State Govt.
  - Disability Identity Card/Certificate of Disability issued under Rights of Persons with Disabilities Rules, 2017

**List of Documents that may be presented to evidence Proof of Identity, Address, Relationship or Date of Birth for Enrolment for Aadhaar Number of Individual Five Years and above of Age**  
✓ means allowed and ✗ means not allowed

Sl. No.	List of documents (see note below this tabular statement)	Proof of Identity (POI) document, containing name and photograph	Proof of Address (POA) document, containing name and address in India	Proof of Relationship (POR) document, containing name of child and Name of Head of Family (HOF)	Proof of Date of Birth (PDB) document, containing name and Date of Birth
1.	Valid Indian Passport	✓	✓	✓	✓
2.	PAN Card/e-PAN Card	✓	✗	✗	✗
3.	Ration /PDS Photograph Card/e-Ration Card	✓	✓	✓	✗
4.	Voter Identity Card Card/e-Voter Identity Card	✓	✓	✗	✗
5.	Driving license	✓	✗	✗	
6.	Service Photo Identity Card issued by Central Government/ State Government/ PSU/ regulatory body / statutory body	✓	✗	✗	✓
7.	Pensioner Photo Identity Card / Freedom Fighter Photo Identity Card / Pension Payment Order issued by Central Government/ State Government/ PSU / regulatory body / statutory body	✓	✗	✓	✓
8.	CGHS/ ECHS/ ESIC/ Medi-Claim Card issued by Central Government/ State Government/ PSU	✓	✗	✗	✗
9.	Disability Identity Card / Certificate of Disability issued under Rights of Persons with Disabilities Rules, 2017	✓	✓	✗	✗
10.	Photograph Identity Card /Certificate with photograph issued by Central Government/ State Government, such as under Bhamashah scheme, Domicile Certificate, MGNREGA/NREGS Job Card, Labour Card, etc.	✓	✓	✓	✗
11.	Scheduled Tribe(ST)/ Scheduled Cast(SC)/Other Backward Cast (OBC) Certificate issued by Central Government/ State Government	✓	✓	✓	✗
12.	Mark-sheet/Certificate issued by recognised Board of Education or university or deemed university or higher educational institution established by a Central or State Act.	✓	✗	✓	✓



13.	Passbook with photograph issued by a Public Sector Bank (as categorised by RBI), duly stamped and signed, along with a supporting certificate from the branch manager in charge certifying that KYC in respect of the account holder is complete and the proof of address for the address shown in the passbook is available in the bank's record	✓	✓	✗	✗
14.	Third gender / Transgender Identity Card / Certificate issued under the Transgender Persons (Protection of Rights) Act, 2019	✓	✓	✓	✓
15.	Certificate issued on UIDAI Standard Certificate format by :				
	(i) MP/ MLA/ MLC/ Municipal Councillor	✗	✓	✗	✗
	(ii) Gazetted Officer Group 'A'/ Employees Provident Fund organisation (EPFO) Officer	✗	✓	✗	✗
	(iii) Tehsildar/ Gazetted Officer Group 'B'	✗	✓	✗	✗
	(iv) Gazetted Officer at National AIDS Control Organisation (NACO) / State Health Department / Project Director of the State AIDS Control Society or his nominee (in pursuance of Hon'ble Supreme Court Judgment in Criminal Appeal No(s). 135/2010 dated 19.5.2022)	✓	✓	✗	✗
	(v) Superintendent/ Warden/ Matron/Head of Institution of recognised shelter homes or orphanages (only for children of shelter home or orphanage concerned)	✓	✓	✗	✗
	(vi) Recognised educational institution (signed by the Head of Institute, only for the institute students concerned).	✗	✓	✗	✗
	(vii) Village Panchayat Head/President or Mukhiya/ Gaon Bura/ equivalent authority (for rural areas)/ Village Panchayat Secretary/ Village Revenue Officer or equivalent (for rural areas)	✗	✓	✗	✗
16.	Electricity bill (pre-paid/post-paid bill, not older than 3 months)	✗	✓	✗	✗
17.	Water bill (not older than 3 months)	✗	✓	✗	✗
18.	Telephone landline bill/ post-paid mobile bill/ broadband bill (not older than 3 months)	✗	✓	✗	✗
19.	Valid sale agreement/ gift deed registered with the Registrar Office, or registered or unregistered rent, lease agreement or leave and licence agreement	✗	✓	✗	✗
20.	Gas connection bill (not older than 3 months)	✗	✓	✗	✗
21.	Allotment letter of accommodation issued by Central Government/ State Government/ PSU / regulatory body / statutory body (not older than 1 year)	✗	✓	✗	✗
22.	Life or medical insurance Policy (valid up to 1 year from the date of issue of the Policy)	✗	✓	✗	✗



23.	Birth certificate issued by Authorised Authority under the Registration of Births and Deaths Act, 1969, read with the rules made thereunder	x	x	✓	✓
24.	Family entitlement document issued by Central Government/ State Government	x	x	✓	x
25.	Prisoner Induction Document (PID) issued by Prison Officer, with signature and seal	✓	✓	x	x
26.	Document to prove legal guardianship	x	x	✓	x
<b>Documents applicable for holders of Overseas Citizen of India (OCI) card holder, or Long Term Visa (LTV), nationals of Nepal and Bhutan and other foreign nationals seeking enrolments</b>					
27.	Valid OCI card, along with valid foreign passport, for individual who have stayed in India for 182 days or more in the immediately preceding 12 months	✓	x	x	x
28.	Valid Long Term Visa (LTV) document, along with foreign passport (valid or expired), of the country of origin, issued to minorities communities of Afghanistan, Bangladesh and Pakistan (Hindus, Sikhs, Buddhists, Jains, Parsis and Christians)	✓	✓	x	x
29.	Valid Passport of Nepal/Bhutan for nationals of Nepal/Bhutan. In case passport is not available, any two of the following documents having the same address may be submitted: (क) Valid Nepalese/ Bhutanese Citizenship Certificate (ख) Valid Voter Identity Card issued by the Election Commission of Nepal/ Bhutan (ग) Limited validity Photo Identity Certificate issued by Nepalese Mission/ Royal Bhutanese Mission in India	✓	x	x	x
30.	Valid visa, along with valid foreign passport issued, to other foreign nationals who have stayed in India for 182 days or more in the immediately preceding 12 months	✓	x	x	x
31.	Valid Registration Certificate or Residential permit issued by FRRO/FRO to the foreign national (except OCI Card holders, LTV document holders and Nepal/Bhutan nationals)	x	✓	x	x

**Note:**

Any document listed in the above tabular statement shall be acceptable only if it meets the following conditions, namely :—

- It is currently valid (unless otherwise expressly provided for above);
- The person in respect of whom such document is issued is entitled for the same;
- If the information contained in the document is publicly displayed or otherwise accessible to UIDAI online or is verifiable offline through digital means made available by the authority issuing the same, such information is verified if such means are used; and
- The authority issuing the document presented to evidence proof of identity, address, date of birth or relationship has not made any declaration in respect of such category of document that the same is not proof of the same.

**Important Note:**

- For resident Indian and Non Resident Indian (NRI) born on and after 01.10.2023, birth certificate is mandatory.
- A document is accepted as Proof of Identity (PoI) document only if it contains Name and Photograph of the individual.
- A document is accepted as Proof of Address (PoA) document only if it contains Name and Address of the individual.
- A document is accepted as both Proof of Identity (PoI) and Proof of Address (PoA) document only if it contains Name, Photograph and Address of the individual.
- Name of the individual as mentioned in the supporting document, will be replicated as such in the individual's Aadhaar. No additional information like parent/guardian first name, middle name and last name will be considered.
- All the PoI, PoA, DoB documents shall be issued on the name of the individual. Documents in the name of the family member/members cannot be considered for enrolment of the other family members.
- Head of Family (HoF) based enrolment shall be used in case individual does not have PoI and PoA documents.
- HoF must have a valid Aadhaar before performing HoF based enrolment. HoF must accompany the individual during enrolment for his / her Aadhaar Authentication.
- The address mentioned in the HoF Aadhaar will be used in the family member's Aadhaar.
- For foreign national seeking enrolment, the Aadhaar issued will be valid only till validity of the visa. However, in case of Nepal/Bhutan nationals, the Aadhaar issued will be valid for a period of ten years.
- For OCI card holders, the Aadhaar issued will be valid only for a period of ten years.
- For LTV document holders, the Aadhaar issued will be valid only till the validity of LTV document.
- All the documents should be latest and valid (except otherwise specified)



**List of Documents that may be presented to evidence Proof of Identity, Address, Relationship or Date of Birth for Update of Information in respect of Aadhaar Number Holder of any Age**

✓ means allowed and ✗ means not allowed

Sl. No.	List of Documents (see note below this tabularstatement)	Proof of Identity (POI) document, containing name and photograph	Proof of Address (POA) document, containing name and address in India	Proof of Relationship (POR) document, containing name of child and name of Head of Family (HoF)	Proof of Date of Birth (PDB) document, containing name and Date of Birth
1.	Valid Indian Passport	✓	✓	✓	✓*
2.	PAN Card/e-PAN Card	✓	✗	✗	✗
3.	Ration /PDS Photograph Card/e-Ration Card	✓	✓	✓	✗
4.	Voter Identity Card /e-Voter Identity Card, whose details are displayed online on the website of the Election Commission of India or the Chief Electoral Officer concerned	✓	✓	✗	✗
5.	Driving License	✓	✗	✗	✗
6.	Service Photo Identity Card issued by Central Government/ State Government/ PSU/ regulatory body / statutory body	✓	✗	✗	✓*
7.	Pensioner Photo Identity Card/Freedom Fighter Photo Identity Card/ Pension Payment Order issued by Central Government/ State Government/ PSU / regulatorybody /statutory body	✓	✗	✓	✓*
8.	Kisan Photo Passbook	✓	✓	✗	✗
9.	CGHS/ ECHS/ ESIC/ Medi-Claim Card issued by Central Government/ State Government/ PSU	✓	✗	✗	✗
10.	Disability Identity Card / Certificate of Disability issued under Rights of Persons with Disabilities Rules, 2017	✓	✓	✗	✗
11.	Photograph Identity Card / Certificate with photograph issued by Central Government/ State Government, such as underBhamashah scheme, Domicile Certificate, MGNREGA/NREGS Job Card, Labour Card, etc..	✓	✓	✓	✗



12.	Marriage Certificate with or without photograph issued by Central Government/ State Government (supporting Pol document of old name and photograph is required if the Marriage Certificate is without photograph)	✓	✓	✓	✗
13.	ST / SC / OBC Certificate issued by Central Government / State Government.	✓	✓	✓	✗
14.	School Leaving Certificate (SLC)/ School Transfer Certificate (TC)	✓	✗	✗	✗
15.	Mark-sheet/Certificate issued by recognised Board of Education or university or deemed university or higher educational institution established by a Central or State Act	✓	✗	✓	✓*
16.	Passbook with photograph issued by a Public Sector Bank (as categorised by RBI), duly stamped and signed, along with a supporting certificate from the branch manager in charge certifying that KYC in respect of the accountholder is complete and the proof of address for the address shown in the passbook is available in the bank's record	✓	✓	✗	✗
17.	Scheduled Commercial Bank's (notified by RBI) Passbook having Name and Photograph (cross stamped with Bank seal) and signed by bank official/ Post Office Savings Account Passbook (with stamp and signature of issuing official of post office)	✗	✓	✗	✗
18.	Bank Account Statement/ Credit Card Statement (with Bank stamp & signature of issuing bank official)/ Post Office Savings Account Statement (with stamp and signature of issuing official of post office) (not older than 3 months)	✗	✓	✗	✗
19.	Third gender / Transgender Identity Card / Certificate issued under the Transgender Persons (Protection of Rights) Act, 2019	✓	✓	✓	✓*



20.	Certificate issued on UIDAI Standard Certificate format by:				
	(i) MP / MLA / MLC / Municipal Councillor	x	✓	x	x
	(ii) Gazetted Officer Group 'A'/ Employees Provident Fund Organisation (EPFO) Officer	x	✓	x	x
	(iii) Tehsildar/ Gazetted Officer Group 'B'	x	✓	x	x
	(iv) Gazetted Officer at National AIDS Control Organisation (NACO)/ State Health Department / Project Director of the State AIDS Control Society or his nominee (in pursuance of Hon'ble Supreme Court Judgment in Criminal Appeal No(s). 135/2010 dated 19.5.2022)	✓	✓	x	x
	(v) Superintendent/ Warden/ Matron/ Head of Institution of recognised shelter homes or orphanages (only for children of shelter home or orphanage concerned)	✓	✓	x	x
	(vi) Recognised educational institution (signed by the Head of Institute, only for the institute students concerned)	x	✓	x	x
	(vii) Village Panchayat Head/President or Mukhiya / Gaon Bura / equivalent authority for rural areas)/ Village Panchayat Secretary/Village Revenue Officer or equivalent (for rural areas)	x	✓	x	x
21.	Electricity bill (pre-paid/post-paid bill, not older than 3 months)	x	✓	x	x
22.	Water bill (not older than 3 months)	x	✓	x	x
23.	Telephone landline bill/ post-paid mobile bill/ broadband bill (not older than 3 months)	x	✓	x	x



24.	Property Tax Receipt (not older than 1 year)	x	✓	x	x
25.	Valid sale agreement/ gift deed registered with the Registrar Office, or registered or unregistered rent, lease agreement or leave and licence agreement	x	✓	x	x
26.	Gas connection bill (not older than 3 months)	x	✓	x	x
27.	Allotment letter of accommodation issued by Central Government/ State Government/ PSU / regulatory body / statutory body (not older than 1 year)	x	✓	x	x
28.	Life or medical insurance Policy (valid up to 1 year from the date of issue of the Policy)	x	✓	x	x
29.	Birth certificate issued by Authorised Authority under the Registration of Births and Deaths Act, 1969, read with the rules made thereunder	x	x	✓	✓
30.	Family entitlement document issued by Central Government/State Government	x	✓	x	x
31.	Prisoner Induction Document (PID) issued by Prison Officer, with signature and seal	✓	✓	x	x
32.	Self-declaration from the Head of Family (HoF) certifying the relationship with the individual residing at the same address as HoF, valid only for borrowing address of HoF. (to be used only for address update of immediate family member/members of HoF)	x	✓	x	x
33.	Document to prove legal guardianship	x	✓	x	x



Documents applicable for holders of Overseas Citizen of India (OCI) card holder, or Long Term Visa (LTV), nationals of Nepal and Bhutan and other foreign nationals seeking enrolment					
34.	Valid OCI card, along with valid foreign passport	✓	✗	✗	✗
35.	Valid Long Term Visa (LTV) document, along with foreign passport (valid or expired), of the country of origin, issued to minorities communities of Afghanistan, Bangladesh and Pakistan (Hindus, Sikhs, Buddhists, Jains, Parsis and Christians)	✓	✓	✗	✗
36.	Passport of Nepal/Bhutan for nationals of Nepal/Bhutan. In case passport is not available, any two of the following documents having the same address may be submitted: (a) Nepalese/ Bhutanese Citizenship Certificate (b) Valid Voter Identity Card issued by the Election Commission of Nepal/ Bhutan (c) Limited validity Photo Identity Certificate issued by Nepalese Mission/ Royal Bhutanese Mission in India	✓	✗	✗	✗
37.	Valid visa, along with valid foreign passport issued, to other foreign nationals	✓	✗	✗	✗
38.	Valid Registration Certificate or Residential permit issued by Foreigners Regional Registration Office (FRRO) / Foreigners Registration Office (FRO) to the foreign national (except OCI Card holders, LTV document holders and Nepal/ Bhutan nationals)	✗	✓	✗	✗
Documents applicable for exception cases of name, gender and date of birth (DoB):					
39.	For exception cases of name change: Gazette Notification of new name alongwith any supporting POI document of old name with Photograph (for first/full name change)/Divorce Decree/ Adoption Certificate/ Marriage Certificate	✓	✗	✗	✗
40.	For Exception cases of Gender Change: Medical Certificate from surgeon, in case individual changed gender surgically	✓	✗	✗	✗
41.	For exception cases of DoB Change: Self Declaration as per notified format along with Birth certificate issued by Authorised Authority under the Registration of Births and Deaths Act, 1969, read with the rules made thereunder	✗	✗	✗	✓



**Note:** Any document listed in the above tabular statement shall be acceptable only if it meets the following conditions, namely:—

- (a) It is currently valid (unless otherwise expressly provided for above);
- (b) The person in respect of whom such document is issued is entitled for the same;
- (c) If the information contained in the document is publicly displayed or otherwise accessible to UIDAI online or is verifiable offline through digital means made available by the authority issuing the same, such information is verified if such means are used; and
- (d) The authority issuing the document presented to evidence proof of identity, address, date of birth or relationship has not made any declaration in respect of such category of document that such document is not proof of the same.

**Important Note:**

- (a) For resident Indian and Non Resident Indian (NRI) born on and after 01.10.2023, birth certificate is mandatory.
- (b) **\*DoB update of all individual between the age group of 0-18 years mandatorily requires Birth Certificate issued by Authorized Authority of the respective States**
- (c) A document is accepted as Proof of Identity (PoI) document only if it contains Name and Photograph of the individual.
- (d) A document is accepted as Proof of Address (PoA) document only if it contains Name and Address of the individual.
- (e) A document is accepted as both Proof of Identity (PoI) and Proof of Address (PoA) document only if it contains Name, Photograph and Address of the individual.
- (f) Name of the individual as mentioned in the supporting document, will be replicated as such in the individual's Aadhaar. No additional information like parent/guardian first name, middle name and last name will be considered.
- (g) PoI, PoA and PDB documents shall be issued on the name of the individual. Documents in the name of the family member/members cannot be considered for enrolment of the other family members.
- (h) Head of Family (HoF) based enrolment shall be used in case individual does not have PoI and PoA documents.
- (i) HoF must have a valid Aadhaar before performing HoF based enrolment. HoF must accompany the individual during enrolment for his / her Aadhaar Authentication.
- (j) The address mentioned in the HoF Aadhaar will be used in the family member's Aadhaar.
- (k) In case of child (0-5 years) having name as "Baby of ...." in Aadhaar, the first update request for full name change shall be allowed by submission of Birth certificate issued by Authorised Authority under the Registration of Births and Deaths Act, 1969, read with the rules made thereunder.
- (l) Aadhaar update for foreigner national will be conducted at Aadhaar adult enrolment centres only.
- (m) For foreign national seeking enrolment, the Aadhaar issued will be valid only till validity of the visa. However, in case of Nepal/Bhutan nationals, the Aadhaar issued will be valid for a period of ten years.
- (n) For OCI card holders, the Aadhaar issued will be valid only for a period of ten years.
- (o) For LTV document holders, the Aadhaar issued will be valid only till the validity of LTV document.
- (p) Please refer Self Declaration for DoB Change — [#]
- (q) Please refer Exception Handling Mechanism — [##]
- (r) Exception handling process is carried out under jurisdiction of UIDAI Regional Offices and considered only after due diligence of the case by the Regional Office concerned.
- (s) All the documents should be latest and valid (except otherwise specified)."; and

#- [https://uidai.gov.in/images/SOP\\_for\\_DOB\\_update.pdf](https://uidai.gov.in/images/SOP_for_DOB_update.pdf)

##- [https://uidai.gov.in/images/Biometric\\_exception\\_guidelines\\_01-08-2014.pdf](https://uidai.gov.in/images/Biometric_exception_guidelines_01-08-2014.pdf)



## 11.4 ANNEXURE IV: AADHAAR SATURATION REPORT AS ON 31<sup>st</sup> MARCH 2024

State/UT wise Aadhaar Saturation (31 <sup>st</sup> March 2024)				
S.No	State Name	"Total Population (Projected 2023-24)"**	Numbers of Aadhaar assigned (LIVE)	"Saturation % (LIVE)"
1	A & N Islands	4,03,000	3,88,890	96.50%
2	Andhra Pradesh	5,31,56,000	5,26,26,317	99.00%
3	Arunachal Pradesh	15,62,000	12,45,104	79.71%
4	Assam	3,57,13,000	3,21,13,046	89.92%
5	Bihar	12,67,56,000	11,18,81,003	88.26%
6	Chandigarh**	12,31,000	11,74,860	95.44%
7	Chhattisgarh	3,01,80,000	2,87,65,180	95.31%
8	Dadra & Nagar Haveli and Daman & Diu**	6,50,880	6,03,853	92.77%
9	Delhi	2,13,59,000	2,29,84,394	107.61%
10	Goa	15,75,000	16,36,370	103.90%
11	Gujarat	7,15,07,000	6,62,14,363	92.60%
12	Haryana	3,02,09,000	3,06,80,238	101.56%
13	Himachal Pradesh	74,68,000	78,39,933	104.98%
14	Jammu Kashmir	1,36,03,000	1,18,84,080	87.36%
15	Jharkhand	3,94,66,000	3,62,06,488	91.74%
16	Karnataka	6,76,92,000	6,60,19,142	97.53%
17	Kerala	3,57,76,000	3,77,70,408	105.57%
18	Ladakh	3,00,000	2,45,701	81.90%
19	Lakshadweep	69,000	75,419	109.30%
20	Madhya Pradesh	8,65,79,000	7,96,57,326	92.01%
21	Maharashtra	12,63,85,000	12,02,46,223	95.14%
22	Manipur	32,23,000	26,60,167	82.54%
23	Meghalaya	33,49,000	26,01,780	77.69%
24	Mizoram	12,38,000	12,14,165	98.07%
25	Nagaland	22,33,000	13,90,939	62.29%
26	Odisha	4,62,76,000	4,44,20,218	95.99%
27	Puducherry**	13,76,974	13,03,647	94.67%
28	Punjab	3,07,30,000	3,15,52,345	102.68%
29	Rajasthan	8,10,25,000	7,66,59,030	94.61%
30	Sikkim	6,89,000	5,81,705	84.43%
31	Tamil Nadu	7,68,60,000	7,52,73,939	97.94%
32	Telangana	3,80,90,000	3,94,43,276	103.55%
33	Tripura	41,47,000	38,05,493	93.60%
34	Uttar Pradesh	23,56,87,000	22,25,39,503	94.42%
35	Uttarakhand	1,16,37,000	1,17,73,318	101.17%
36	West Bengal	9,90,84,000	9,89,18,551	99.83%
<b>TOTAL</b>		<b>1,38,72,84,855</b>	<b>1,32,44,72,520</b>	<b>95.47%</b>

\*As per RGI data

\*\*The revised population updated as received from UT administration office of DD and DNH vide letter COL/Aadhaar-Awareness/2021-22/3060 dated 02 Nov 21

\*\*The revised population of Chandigarh updated as received from RO Chandigarh RO-CHD-17020/4/2020-ROCHD/2859 Dated 17.12.2021

\*\*The revised population of Puducherry updated as received from RO Bengaluru Dated 27.12.2021



## 12. ABBREVIATIONS

Abbreviation	Full Form
ABIS	Automated Biometric Identification System
AEA	Aadhaar Enabled Application
AeK	Aadhaar Enrolment Kits
AEPS	Aadhaar Enabled Payment System
AHC	Aadhaar Housing Complex
AI	Artificial Intelligence
AIDS	Acquired Immuno Deficiency Syndrome
AIR	All India Radio
A & N	Andaman & Nicobar Islands
AMC	Annual Maintenance Cost
APB	Aadhaar Payment Bridge
API	Application Programming Interface
ASA	Authentication Service Agency
ASK	AadhaarSeva Kendra
ATC	Annual Training Calendar
ATM	Automated Teller Machine
AUA	Authentication User Agency
B2C	Business-to-Consumer
BE	Budget Estimates
BGP	Border Gateway Protocol
BHIM	Bharat Interface for Money
BMGF	Bill & Melinda Gates Foundation
BOC	Business Operations Committee
BOI	Bank of India
Bol	Bureau of Immigration
BPL	Below Poverty Line
BPO	Business Process Outsourcing
BSKY	Biju Swasthya Kalyan Yojana
BSNL	Bharat Sanchar Nigam Limited
BSP	Biometric Service Providerpg
CAG	Comptroller & Auditor General



Abbreviation	Full Form
CAPS	Centralized Access and Privileges Monitoring System
CBSE	Central Board of Secondary Education
CBDT	Central Board of Direct Taxes
CCF	Contact Centre Firms
CDA	Content Development Agency
CDAC	Centre for Development of Advanced Computing
CELC	Child Enrolment Lite Client
CEO	Chief Executive Officer
CFI	Consolidated Fund of India
CG	Chhattisgarh
CGHS	Central Government Health Scheme
CI	Channel Interface
CIC	Central Information Commission
CIDR	Central Identities Data Repository
CII	Confederation of Indian Industry
CISF	Central Industrial Security Force
CPGRAMS	Centralised Public Grievance Redress and Monitoring System
CPIOs	Central Public Information Officers
CPWD	Central Public Works Department
CRM	Customer Relationship Management
CSC	Common Service Centres
CSS	Cascading Style Sheets
CTC	Cost to Company
CVC	Central Vigilance Commission
CVO	Chief Vigilance Officer
DBT	Direct Benefit Transfer
DDG	Deputy Director General
DD	Deputy Director
DDO	Drawing and Disbursing Officer
DeitY	Department of Electronics & Information Technology
DEWG	Digital Economy Working Group
DIT	Department of Information Technology
DL	Driving License
DLC	Digital Life Certificate



Abbreviation	Full Form
DMS	Document Management System
DoB	Date of Birth
DoITC	Department of Information Technology & Communication
DOP	Department of Posts
DoPT	Department of Personnel & Training
DoT	Department of Telecommunications
DPI	Digital Public Infrastructure
DPU	Data Processing Unit
E&U	Enrollment and Update
EAs	Enrolment Agencies
EAC	Economic Advisory Council
ECHS	Ex-serviceman Contributory Health Scheme
ECMP	Enrolment Client Multiple Platform
EGoM	Empowered Group of Ministers
EID	Enrolment ID
EIL	Engineers India Limited
EMD	Earnest Money Deposit
EPFO	Employee's Provident Fund Organisation
EPIC	Electors Photo Identity Card
ESIC	Employees' State Insurance Corporation
FAA	First Appellate Authority
FAQs	Frequently Asked Questions
FD	Fixed Deposit
FIR	Fingerprint Image Record
FMR	Finger Minutiae Record
FRO	Foreigners Registration Office
FRRO	Foreigners Regional Registration Offices
FY	Financial Year
G2C	Government-to-Citizen
GFF	Global Fintech Fest
GIA	Grants-In-Aid
GIGW	Guidelines For Indian Government Websites
GPS	Global Positioning System
GPU	Graphics processing units



Abbreviation	Full Form
GRCP	Governance Risk Compliance and Performance
GRCP-SP	Governance Risk Compliance and Performance Service Provider
GRIHA	Green Rating For Integrated Habitat Assessment
GST	Goods and Services Tax
GSWS	GramaSachivalayams And Ward Sachivalayams
GTB	Go-to-Business
GVVV	Gram Volunteers/Ward Volunteers
HBA	House Building Advance
HCL	Hindustan Computers Limited
HCO	Healthcare Organizations
HD	High Density
HDC	Hebbal Data Centre
HoF	Head of Family
HO	Head Office
HR	Human Resource
HRMS	Human Resource Management System
HTML	Hypertext Mark-up Language
HUL	Hindustan Unilever Limited
IAS	Indian Administrative Service
IBA	Indian Banks Association
ICC	Internal Complaints Committee
ICT	Information & Communications Technology
ID	Identity Document
IEC	International Electrotechnical Commission
IEC	Information, Education, Communication
IFSC	Indian Finance System Code
IIIT	Indian Institute of Information Technology
IIT	Indian Institute of Technology
IOS	Iphone Operating System
IPPB	Indian Post Payment Bank
IRDA	Insurance Regulatory and Development Authority
IS	Information Security
ISO	International Organization for Standardization
IT	Information Technology



Abbreviation	Full Form
IVR	Interactive Voice Response
IVRS	Interactive Voice Response System
J & K	Jammu and Kashmir
JAM	Jan-Dhan, Aadhaar and Mobile
JD	Job Description
KM Portals	Knowledge & Management Portal
KMS	Knowledge Management Module
KSIIDC	Karnataka State Industrial & Infrastructure Development Corporation
KUA	e-KYC User Agency
KYC	Know Your Customer
LEA	Law Enforcement Agency
LD	Liquidated Damages
L&DO	Land & Development Officer
LIC	Life Insurance Corporation
LMS	Learning Management System
LPG	Liquefied Petroleum Gas
LTC	Leave Travel Concession
LTV	Long Term Visa
MBU	Mandatory Biometric Update
MDC	Manesar Data Centre
MDD	Manual De-Duplication
MeitY	Ministry of Electronics and Information Technology
MGNREGA	Mahatma Gandhi National Rural Employment Guarantee Act
MGNREGS	Mahatma Gandhi National Rural Employment Guarantee Scheme
MHA	Ministry of Home Affairs
ML	Machine Learning
MLA	Member of Legislative Assembly
MLC	Member of Legislative Council
MOU	Memorandum of Understanding
MoWCD	Ministry of Women & Child Development
MP	Member of Parliament
MRS	Medical Reimbursement Scheme
MTOs	Multi –Tasking Operators



Abbreviation	Full Form
MSAP	Managed Service Application Provider
MSIP	Managed Service Infrastructure Provider
MSP	Managed Service Provider
NABL	National Accreditation Board for Testing and Calibration Laboratories
NACO	National Aids Control Organization
NBFC	Non-Banking Financial Company
NCCC	National Cyber Coordination Centre
NCIIPC	National Critical Information Infrastructure Protection Centre
NCR	National Capital Region
NHA	National Health Agency
NIC	National Informatics Centre
NIIF	National Investment and Infrastructure Fund
NISG	National Institute for Smart Governance
NITI	National Institution for Transforming India
NIT	National Institute of Technology
NPCI	National Payment Corporation of India
NPR	National Population Register
NPS	National Pension System
NRD	Non -Resident Deposits
NRI	Non Resident Indian
OAC	Order Aadhaar Card
OAE	Other Administrative Expenses
OAR	Order Aadhaar Reprint
OCI	Overseas Citizen of India
OD	Over Draft
ODF	Open Data Format
OE	Office Expenses
OL	Official Language
OLIC	Official Language Implementation Committee
OTP	One Time Password
OS	Operating System
OSD	Officer on Special Duty
PAHAL	Pratyaksh Hanstantrit Labh



Abbreviation	Full Form
PAN	Permanent Account Number
PBX	Private Branch Exchange
PCH	Pre Certified Hardware
PDB	Proof of Date of Birth
PDS	Public Distribution System
PID	Personal Identity Data
PIDPI	Public Interest Disclosure and Protection of Informers
PLA	Permanent LokAdalat
PM	Prime Minister
PM-AWAS (U)	Pradhan MantriAwasYojana Urban
PM-JAY	Pradhan Mantri Jan ArogyaYojana
PMMVY	Pradhan MantriMatruVandanaYojana
PMU	Project Management Unit
POA	Proof of Address
POB	Proof of Birth
PoC	Proof of Concept
POI	Proof of Identity
POSH	Prevention of Sexual Harassment
PoR	Proof of Relationship
POS	Point of Sale
PPA	Public Premises Act
PSU	Public Sector Undertaking
PVC	Polyvinyl Chloride
QC	Quality Check
QR	Quick Response
RAS	Rapid Assessment System
RajSSP	Rajasthan Social Security Pension
RBI	Reserve Bank of India
RD	Registered Devices
RE	Revised Estimates
RFP	Request for Proposal
RGI	Registrar General of India
RO	Regional Office
RSBY	Rashtriya Swasthya BimaYojana

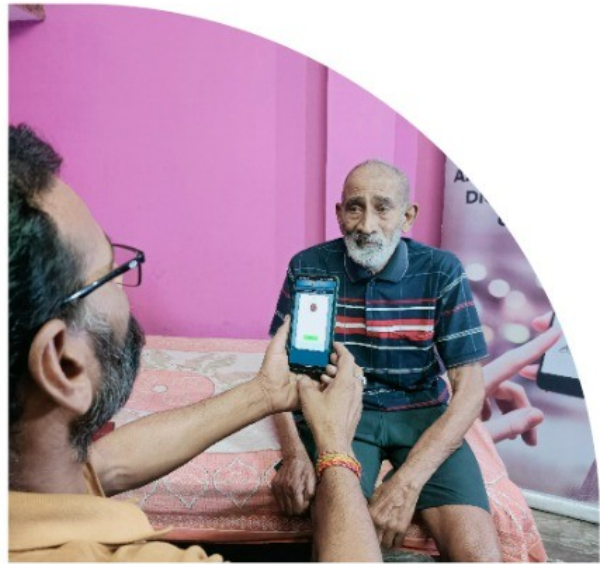


Abbreviation	Full Form
RTI	Right To Information
SC	Supreme Court
SDS	Software Defined Storage
SDN	Software Defined Network
SIM	Subscriber Identification Module
SJED	Social Justice and Empowerment Department
SLM	Straight Line Method
SLC	School Leaving Certificate
SMS	Short Message Service
SO	State Office
SSUP	Self Service Update Portal
STQC	Standardization Testing and Quality Certificate
TA	Travel Allowance
TC	Transfer Certificate
TCA	Testing and Certification Agency
TDS	Tax Deducted at Source
TEE	Trusted Execution Environment
TFN	Toll Free Number
TOE	Terms of Engagement
TPM	Trusted Platform Module
TSA	Treasury Single Account
TSP	Telecom Service Provider
TSU	Technical Support Unit
UCFFIL	UIDAI Cyber Forensic Fraud Investigation Laboratory
UHD	Ultra High Density
UID	Unique Identification
UIDAI	Unique Identification Authority of India
UMANG	Unified Mobile Application for New-age Governance
UPCIDCO	Uttar Pradesh State Industrial Development Corporation
URN	Update Request Number
UT	Union Territory
UTIISL	Unit Trust of India Infrastructure Technology And Services Limited
UX	User Experience



Abbreviation	Full Form
VID	Virtual ID
VSWS	Village Secretariats/Ward Secretariats
W3C	World Wide Web Consortium
XML	Extensible Mark-up Language





Unique Identification Authority of India  
Bangla Sahib Road, Gole Market,  
New Delhi - 110 001

[www.uidai.gov.in](http://www.uidai.gov.in)

