



मेरा आधार, मेरी पहचान

ANNUAL REPORT 2024 - 25

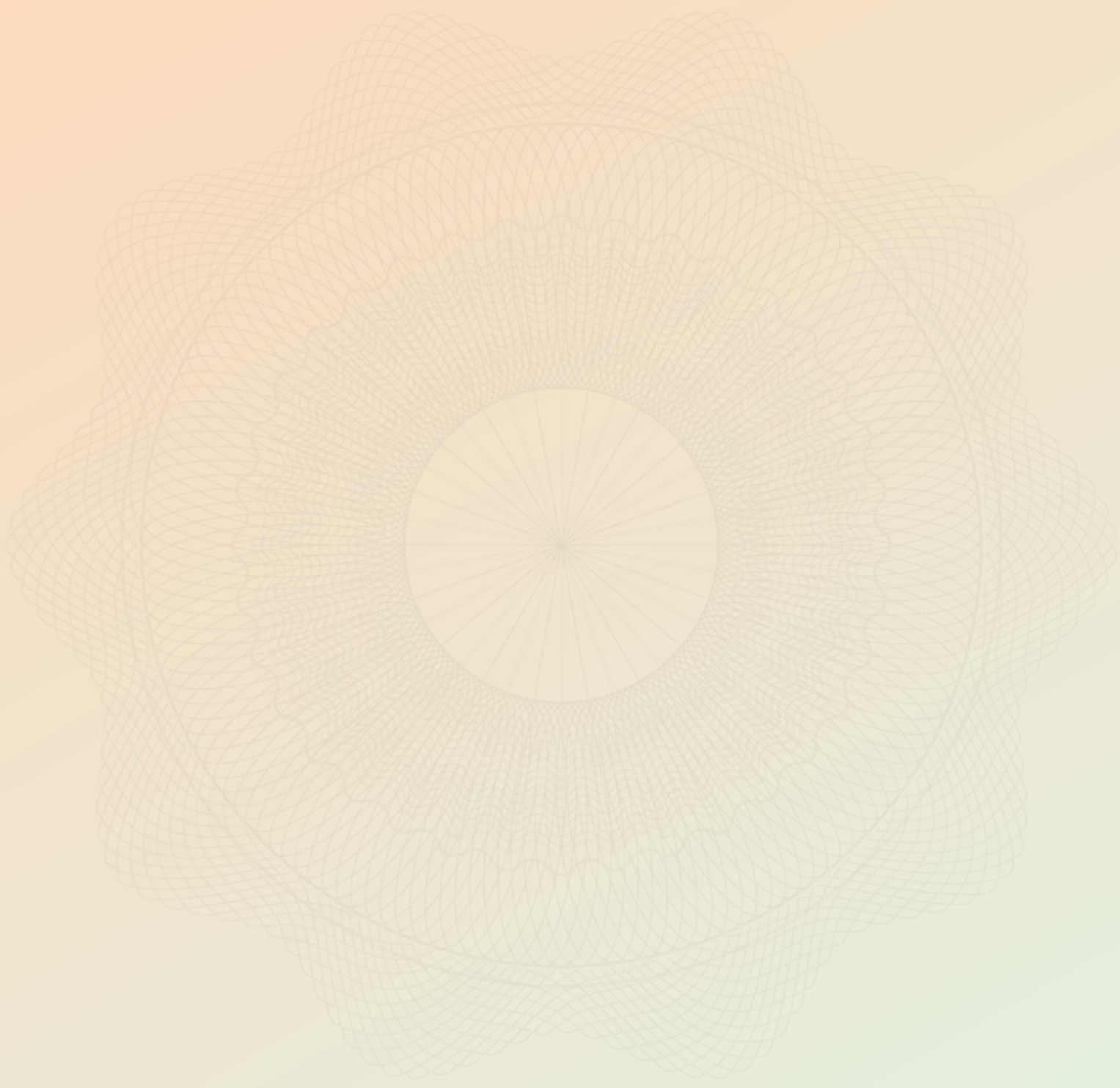


UNIQUE IDENTIFICATION AUTHORITY OF INDIA

**UNIQUE IDENTIFICATION
AUTHORITY OF INDIA
(UIDAI)**

**Annual Report
2024 - 25**

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



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This report is available on
www.uidai.gov.in

MESSAGE - CHAIRPERSON UNIQUE IDENTIFICATION AUTHORITY OF INDIA



It is my privilege to present the Annual Report of UIDAI for 2024-25. UIDAI continues to improve ease-of-living through our world-leading digital ID Aadhaar. Average daily authentications rose from 8 crore last year to 9.6 crore this year, with a peak of 13.2 crore transactions. The much more user-friendly Face Authentication is growing even faster, reaching a peak of 1.1 crore during the year, and 1.5 crore in September 2025.

With growing reliance on Aadhaar for trusted validation of identity, we are intensifying our engagement with the ecosystem to understand emerging needs, partner for new solutions, and improve understanding of what Aadhaar offers. To this end, we organized three conferences (Aadhaar Samvaad); the all-round positive feedback has encouraged us to make these an annual feature. Going forward, we plan to organize two Samvaad's every year: one on 'Aadhaar Day' on 29th September (the day the first Aadhaar was issued in 2010), and the other on 28th January (the day UIDAI was established in 2009).

Aadhaar's expanding ubiquity brings new responsibilities. The greater the trust of the ecosystem on Aadhaar, the more the desire to find new use cases, and the greater the opportunity for fraudsters to exploit it. Several of our new initiatives are attempts to facilitate new use cases and to pre-empt frauds.

The revamped Aadhaar app has already been soft launched to positive reviews. As its installed base grows, we expect the use of physical Aadhaar, the most vulnerable to fraud, will be replaced with privacy-protected and secure digital authentication. The app will allow Aadhaar Number Holders (ANH) to share

only the necessary details while authenticating and make it easier for them to update their details as necessary, lock and unlock their biometrics easily, and allow UIDAI to engage directly with them.

We are also increasing the use of Artificial Intelligence techniques to prevent fraud and to improve customer service. We are relentlessly focused on data quality, by targeting biometric updates for children above the age of five, deactivating Aadhaar for the deceased, and make it easier to update demographic details for all ANH.

To improve the customer service experience for ANH, we have also finalized service providers to significantly expand the number of Aadhaar Seva Kendra (ASK). We were troubled by on-the-ground feedback of overcharging by enrolment agents, and the instances of fraud: we hope to minimize both with this initiative.

Contributions of the UIDAI family, including employees, partners and vendors continue to drive Aadhaar's success, and we expect will continue to further India's leadership in digital public infrastructure, and in shaping new global standards on identity.

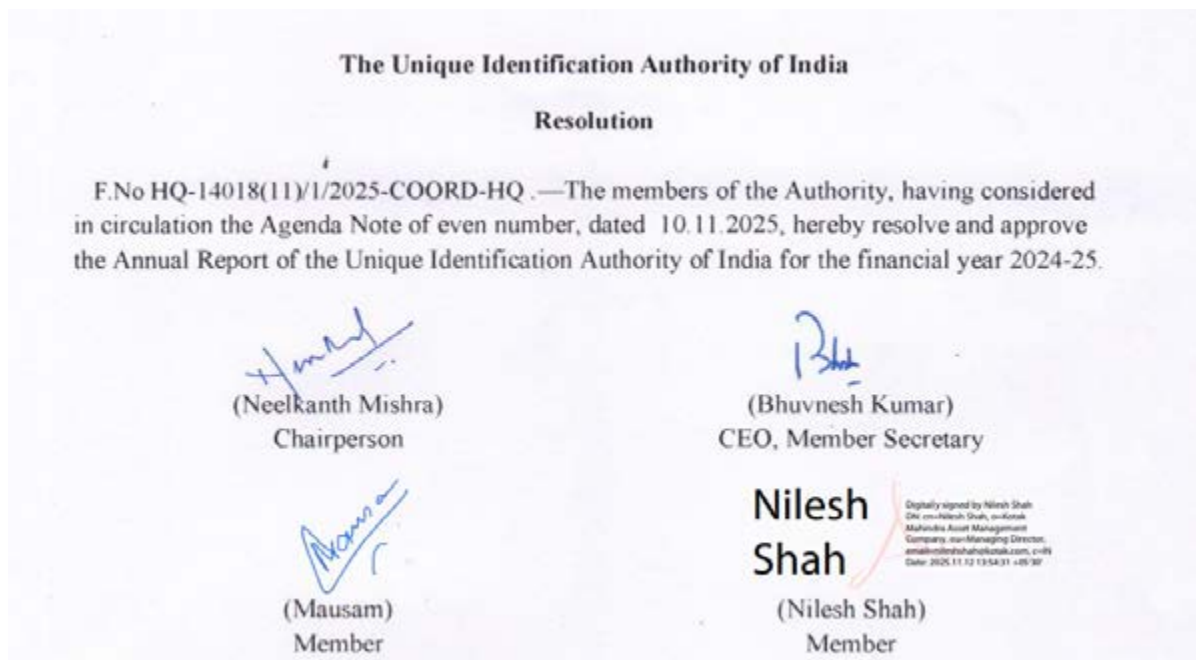
Neelkanth Mishra
Chairperson UIDAI

ADOPTION AND AUTHENTICATION OF THE ANNUAL REPORT OF THE UNIQUE IDENTIFICATION AUTHORITY OF INDIA FOR THE YEAR 2024-25

The Annual Report of the Unique Identification Authority of India ('Authority') for the year 2024-25, 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 2024-25.

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



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 is Managing Director of Kotak Mutual Fund. He has led his team to the Best Fund House of the Year Award at all the mutual funds where he has worked viz. Kotak, ICICI Prudential and Franklin Templeton Mutual Fund. Nilesh is a Part time member of the Economic Advisory Council to the Prime Minister. He is a part time member of the Unique Identification Authority of India (UIDAI) since October 2023. He is Member of the Insurance Advisory Council set up by IRDAI. He is Member of the PFRDA committee for determination of investment pattern of pool corpus under Unified Pension Scheme. He is member of the COBOSAC committee of SEBI. He is a member of the Board of Association of Mutual Funds in India.

COMPOSITION OF UIDAI



Sh. Bhuvnesh Kumar
IAS, Chief Executive Officer, UIDAI

Bhuvnesh Kumar joined Unique Identification Authority of India in January 2025 and is currently serving as Chief Executive Officer (CEO) of the Unique Identification Authority of India.

He is from the 1995 batch of Indian Administrative Service from the Uttar Pradesh Cadre. As a career bureaucrat he has served in various positions in the State of Uttar Pradesh at the Government and District Administration levels.

His earlier assignments include Additional Secretary to the Government of India in the Ministry of Electronics and Information Technology, Principal Secretary / Secretary in the departments of Finance, Skill Development, Technical Education, MSME, Sports & Youth Welfare, Animal Husbandry, Dairy & Fisheries Development and Planning & Programme Implementation.

Prior to joining the IAS, he was in the Indian Telecommunication Service and was involved with setting up of Rural Automatic Exchange. He also taught as a Faculty in the Engineering Institute of Government of Haryana.

He started his career as a Computer Engineer with erstwhile CMC Limited, a PSU under the then Department of Electronics (now MeitY).

By qualification, he is an Electronics and Communications Engineer from National Institute of Technology, Kurukshetra and graduated in the year 1989.





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1. AN OVERVIEW

1.1 THE YEAR 2024-25

1.1.1 The year 2024-25 was a positive year for the nation and world. The year 2024-25 marked a period of global adaptation and progress. Technological advancements continued to reshape industries, with AI, renewable energy, and space exploration. Different countries focussed on sustainability, economic resilience, and scientific breakthroughs, while societies navigated shifts in work culture and lifestyle choices. In India, steady economic growth, technological progress, manufacturing, digital infrastructure and sustainability efforts remained key focus areas

1.1.2 The Annual Report of 2024-25 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).

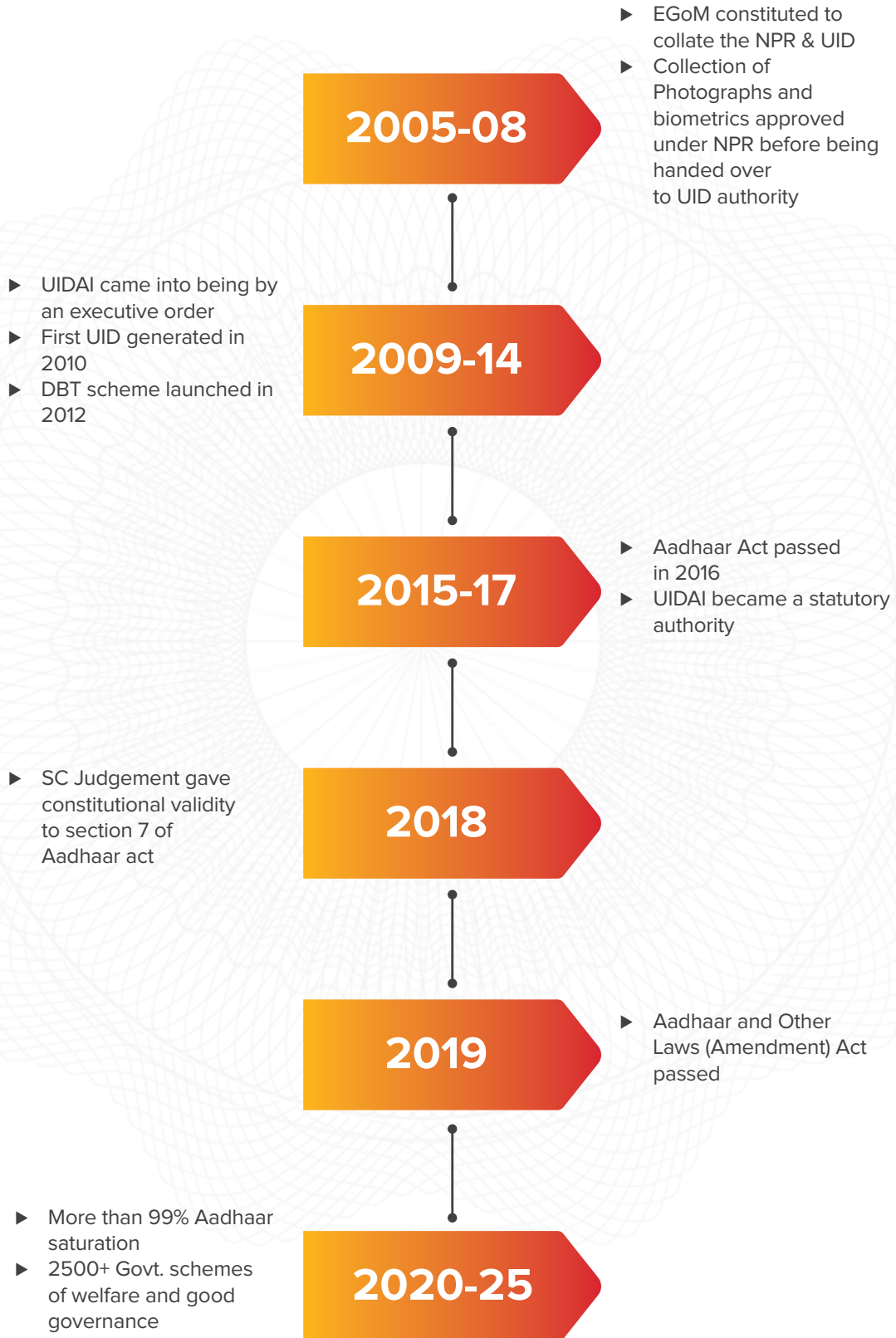
1.3.9 Further, Home Ministry vide letter dated 20 April 2017 informed that the biometric enrolment under the National Population

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 141.80 crore Aadhaar numbers have been generated and issued to the residents of India till 31st March 2025. 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 141.80 crore Aadhaar have been generated till 31st March 2025 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

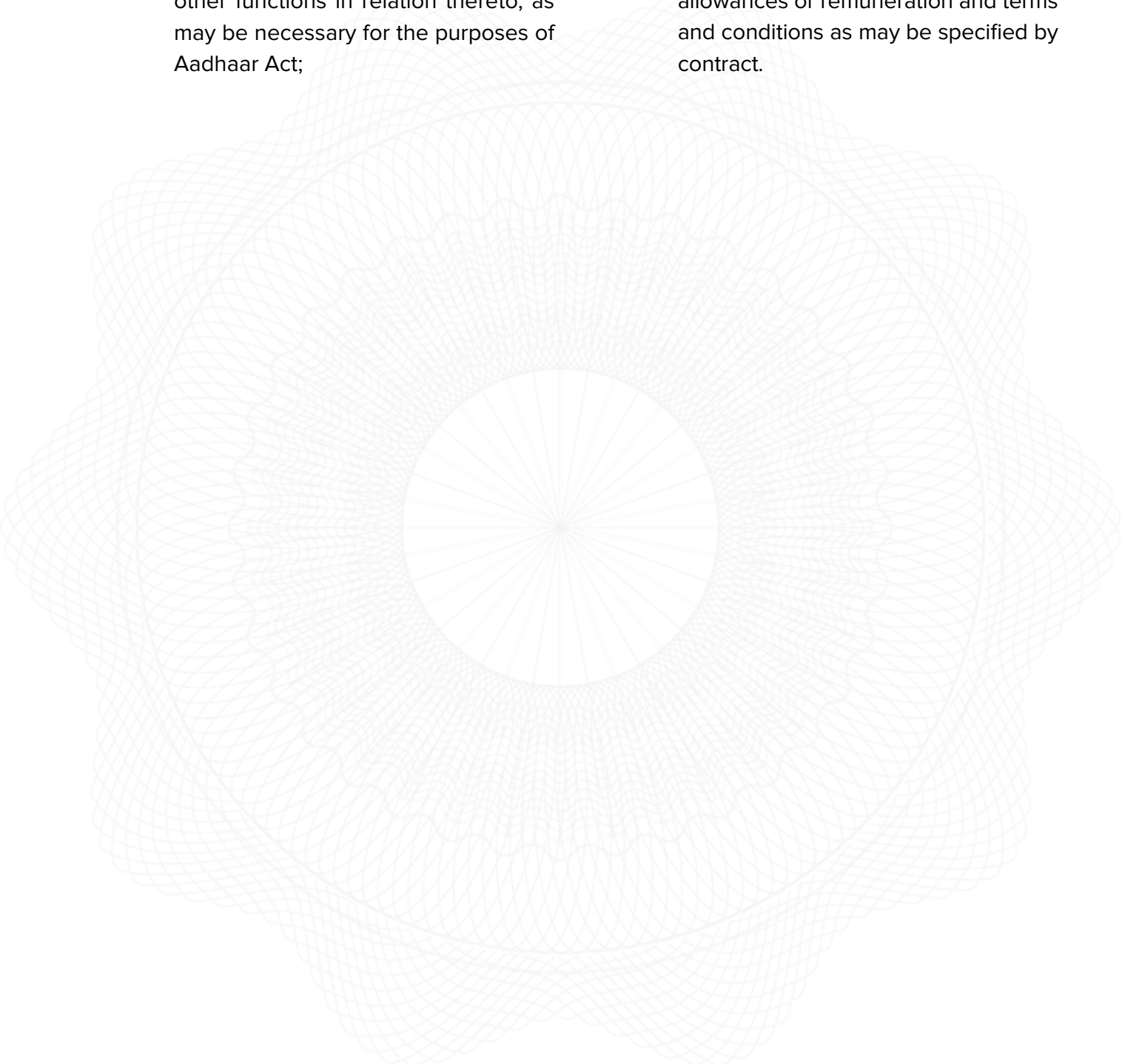
for Registrars, enrolling agencies and other service providers;

- ▶ 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.

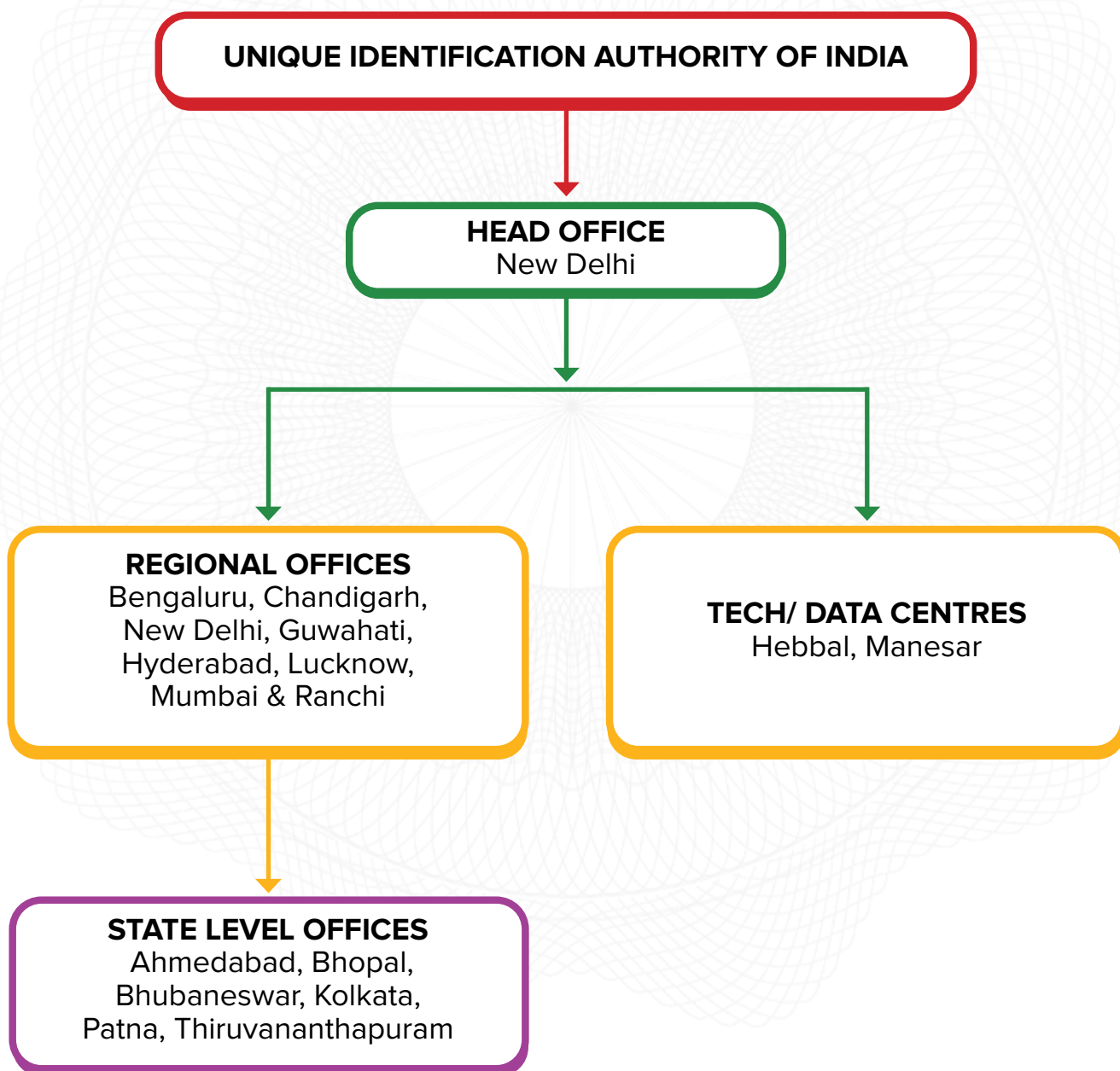


Figure 1 - Organization Structure

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 2025, is portrayed in Table 1.

Table 1 - Present Composition

| S.No. | Member Name and Details | Designation |
|-------|---|---|
| 1 | Sh. Neelkanth Mishra Chief Economist, Axis Bank | Chairperson (Part-Time) |
| 2 | Prof. Mausam Professor of Computer Science Department, IIT Delhi | Member (Part-Time) |
| 3 | Sh. Nilesh Shah Managing Director, Kotak Mahindra As- set Management Company Limited | Member (Part-Time) |
| 4 | Sh. Bhuvnesh Kumar IAS (UP:1995) | Chief Executive Officer (CEO) and Member Secretary |

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*

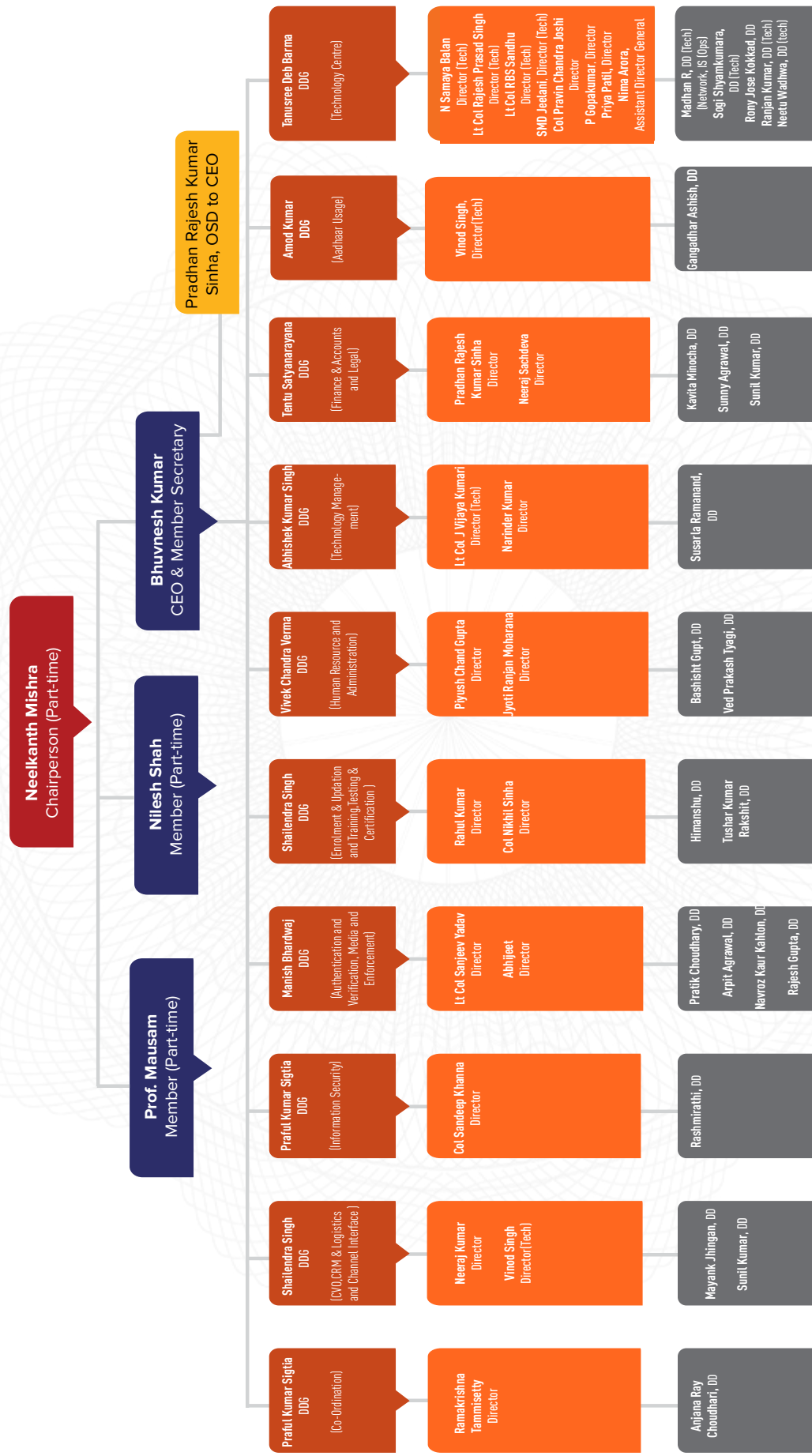


Figure 2 - Organogram of UIDAI Head Office

*As on 31st March 2025

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*

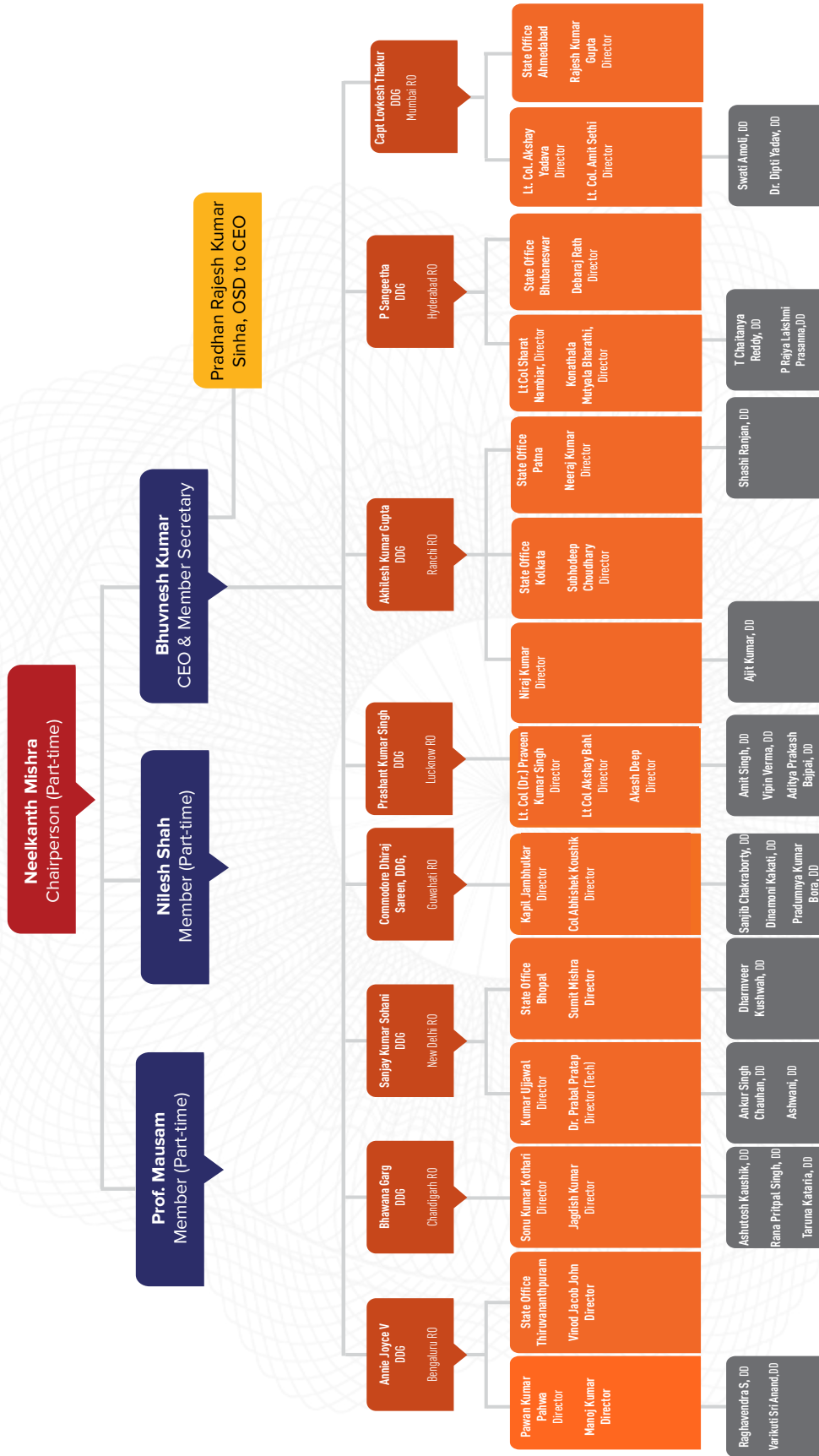


Figure 3 - Organogram of UIDAI Regional Offices

*As on 31st March 2025



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 he/she undergoes the process of Aadhaar enrolment, inter-alia by submitting his/her demographic and biometric information.

3.1.2 Once an individual seeking enrolment gets the Aadhaar number generated, they can voluntarily 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 and regulations made thereunder 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 effective, secure and targeted delivery of financial and other subsidies benefits and services.

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.
- ▶ The UIDAI (Appointment of Officers and Employees) Second Amendment Regulations, 2024
- ▶ The Aadhaar (Authentication and Offline Verification) Second Amendment Regulations, 2024
- ▶ The UIDAI (Appointment of Officers and Employees) Amendment Regulations, 2025
- ▶ Unique Identification Authority of India (Appointment of Officers and Employees) Second Amendment Regulations, 2025

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 by submitting his/her information to the enrolling agency at the enrolment centre with supporting documents and by filling the enrolment form, at the centre, by getting demographic and biometric information captured. Individual seeking to enrol also submits 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 2025 there are 64,253 Aadhaar enrolment and update centres active 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 seeking to enrol verifies the accuracy of information captured for enrolment/update and on completion of the process collects an acknowledgement slip containing enrolment ID. Around 45,000 Child Enrolment Lite Client (CELC) kits were activated as on 31st March 2025 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 update of 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 141.80 crore Aadhaars till 31st March 2025. The coverage of Aadhaar in 28 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 2025.

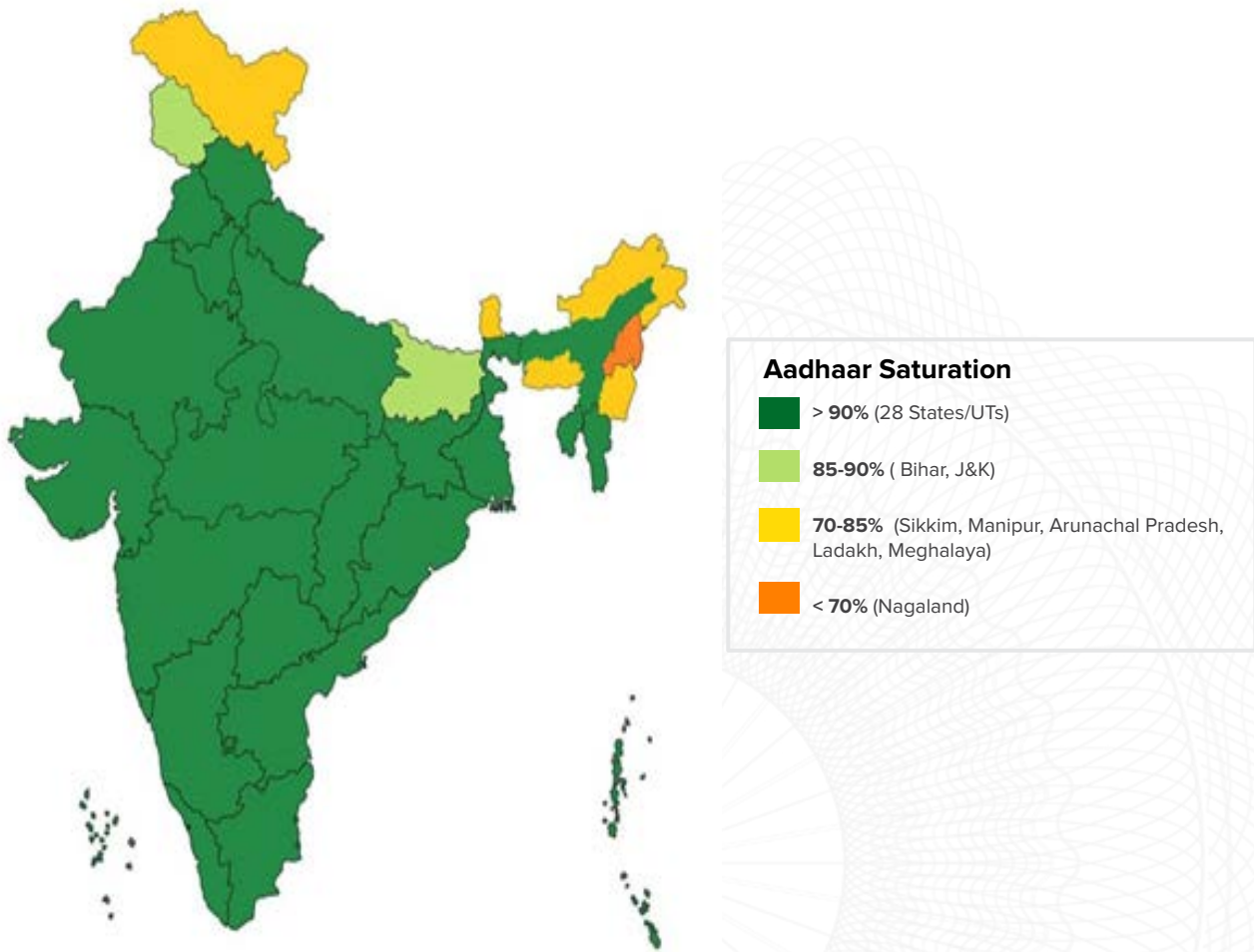


Figure 4 - Aadhaar saturation status across States/UTs (as on 31 March 2025)

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 480.83 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 2025. 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 information 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 EID/SID after completion of enrolment.

3.4.2 The enrolment data filled in the



Aadhaar Enrolment of elderly person at their home

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 Pol, PoA and PDB documents, mentioned in Annexure III. If a family member does not have valid documents, he/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 himself/herself with valid Pol, 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 (Pol) 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.

3.5 AADHAAR ENROLMENT PROGRESS

3.5.1 Since the generation of first Aadhaar in September 2010, Aadhaar enrolment has grown exponentially and over 141.80 crore Aadhaars have been generated as on 31st March 2025. The journey of Aadhaar and year-wise progression is portrayed in Graph 1. Cumulative Aadhaar generation is depicted in Graph 2. During the year 2024-25, 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 population in the 0-5 year 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.

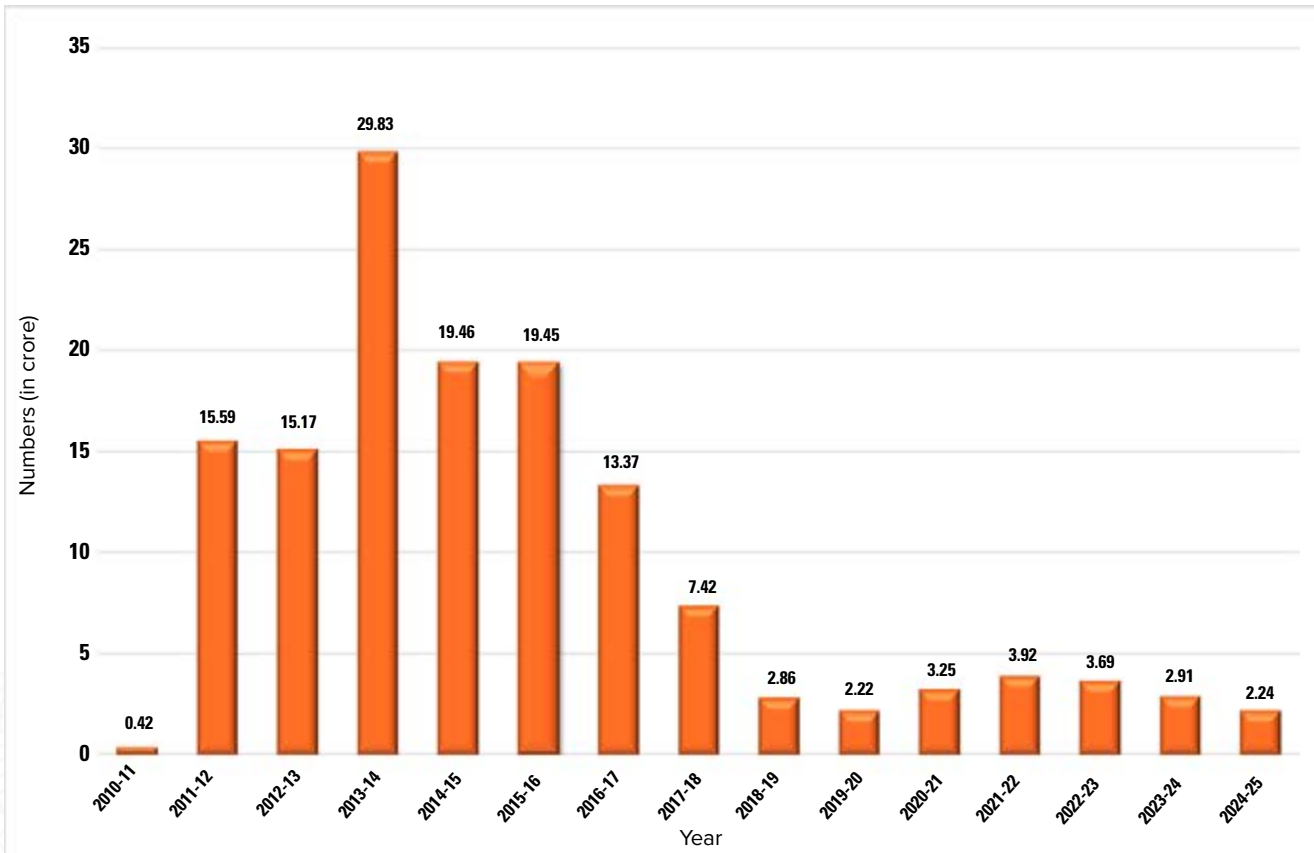
3.6 AADHAAR DATA UPDATE

3.6.1 The Aadhaar number is a lifetime unique 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



Enrolment of a child in an Aadhaar Enrolment Camp

Graph 1 - Year-wise Aadhaar Generation (September 2010 to March 2025)



Graph 2 - Cumulative Aadhaar Generation (September 2010 to March 2025)

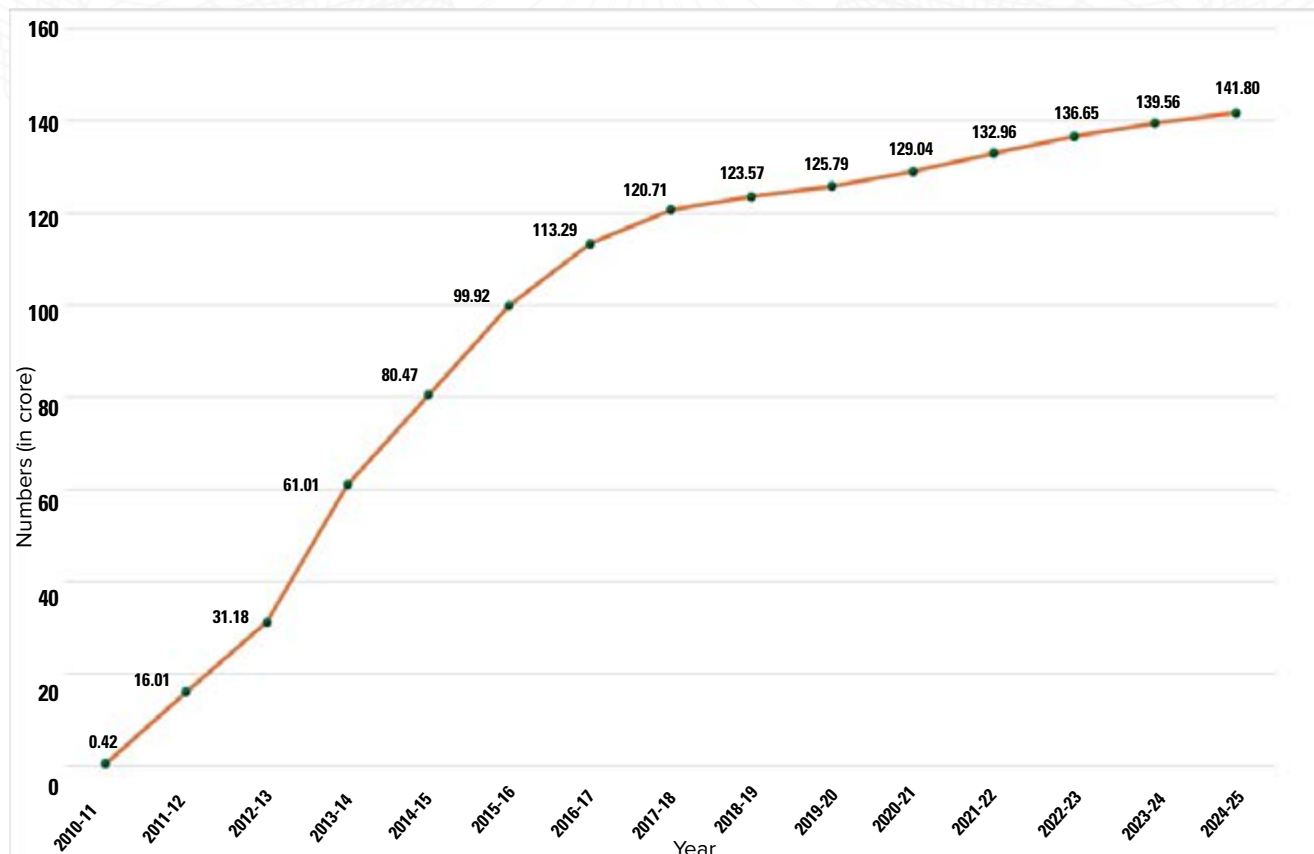




Table 4 - Month-wise Aadhaar Generation (2024-25)

| Month | Month-wise Aadhaar generation (in Lakh) |
|----------------|---|
| April 2024 | 19.80 |
| May 2024 | 20.11 |
| June 2024 | 14.47 |
| July 2024 | 21.41 |
| August 2024 | 29.93 |
| September 2024 | 23.00 |
| October 2024 | 6.36 |
| November 2024 | 3.42 |
| December 2024 | 17.82 |
| January 2025 | 15.18 |
| February 2025 | 31.80 |
| March 2025 | 20.49 |
| Total | 223.79 |

(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, or due to ageing/mishap leading to loss/change of biometrics. The biometric attributes (Mandatory Biometric Update) need to be updated by the children upon attaining the age of 5-7 and 15-17 years. This service is free of charge for Aadhaar Number Holders.

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 itself, 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.

A CHILD'S AADHAAR NEEDS TWO MANDATORY BIOMETRIC UPDATES

These Mandatory Biometric Updates are FREE (If done between 5-7 years and 15-17 years respectively)



Bhuvan Aadhaar Portal
SCAN TO VISIT YOUR NEAREST
AADHAAR CENTER



3.6.2 UIDAI has created provision for Document 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 has made a provision to update address in Aadhaar for family members of the individuals of those who do not possess any valid POA document. This can be done through online myAadhaar portal (<https://myaadhaar.uidai.gov.in/>) using HOF Authentication and HOF form for address update.

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



myAadhaar Portal

For All Online
Aadhaar Services



SCAN TO VISIT

myaadhaar.uidai.gov.in



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 64,253 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 2025, 131.31 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/divyaangans.

Graph 3 - Year-wise Aadhaar Updates



Enrolment process in Aadhaar Seva Kendra



Aadhaar Enrolment: Free

AADHAAR UPDATE CHARGES



| | | |
|--|--|---------|
| | BIOMETRIC UPDATE | |
| | UPDATE OF ENROLLED BIOMETRICS (FINGERPRINT, IRIS AND PHOTO) | |
| | (i) If done once between the age of 5 to 7 years | FREE |
| | (ii) If done once between the age of 15 to 17 years | FREE |
| | (iii) If done otherwise | ₹ 100/- |
| | DEMOGRAPHIC UPDATE | |
| | UPDATE OF ENROLLED NAME, GENDER, DATE OF BIRTH, ADDRESS, MOBILE NUMBER OR EMAIL ADDRESS OR ANY COMBINATION OF THE SAME | |
| | (i) If done at the same time as biometric update | FREE |
| | (ii) If done separately | ₹ 50/- |
| | DOCUMENT UPDATE | |
| | SUBMISSION OF DOCUMENTS AS PROOFS OF IDENTITY AND ADDRESS, IN SUPPORT OF THE NAME, GENDER, DATE OF BIRTH AND ADDRESS AS ENROLLED | |
| | (i) At Aadhaar centre | ₹ 50/- |

Figure 5 - Charges payable by an individual for various Aadhaar services (as on 31 March 2025)

3.7.2 To establish and run these 88 ASKs 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 his/her choice. An applicant can book an appointment for himself/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 2 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



Aadhaar Seva Kendra at Ranchi

their identity to public and/or private agencies across the country. Aadhaar online authentication allows verification of Aadhaar 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 2025, 219 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 2025, 215 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 20 active ASAs as on 31st March 2025.

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 12,445.84 crore Yes/No authentications have been performed

3.11 AADHAAR AUTHENTICATION SERVICES

by requesting entities till 31st March 2025.

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 2024-25 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 2356 crore e-KYC authentications have been performed by requesting entities till 31st March 2025.

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 2024-25 are depicted in Table 8.

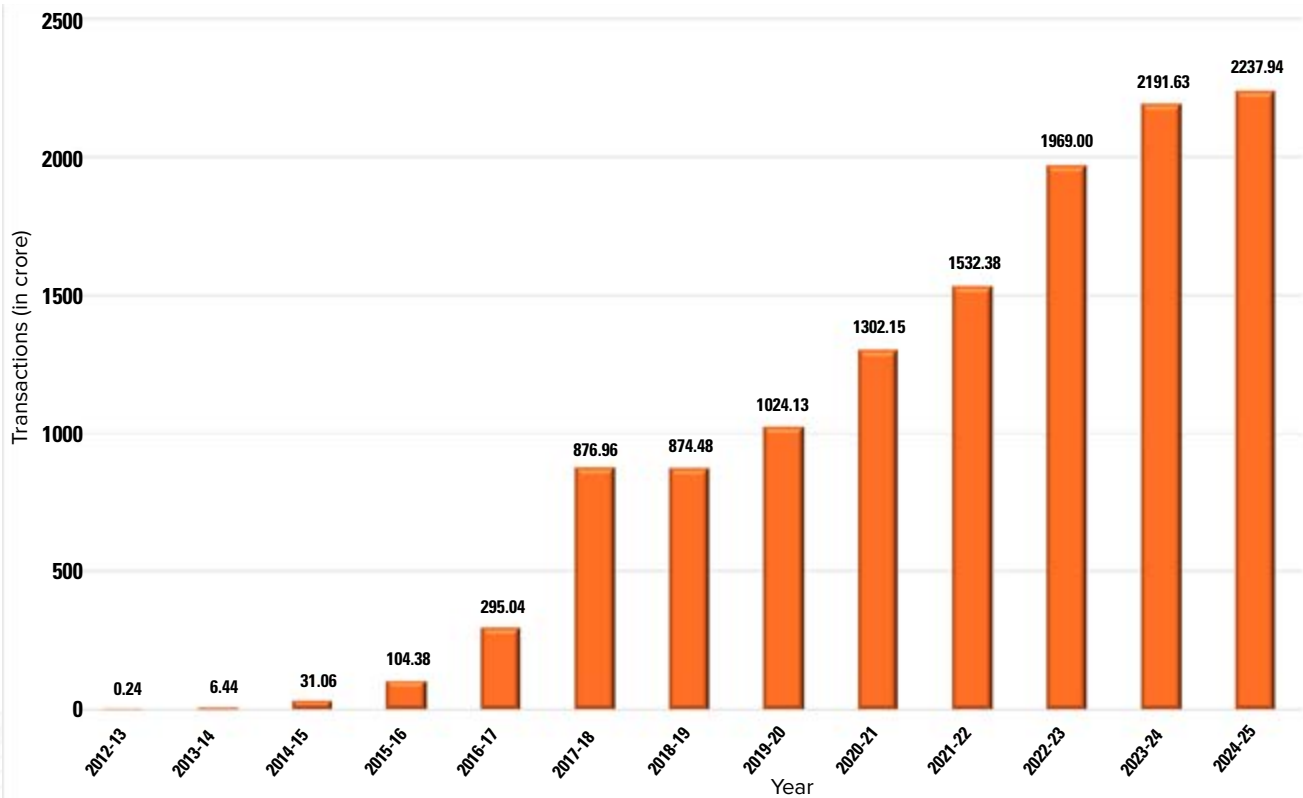
3.11.3 Modes of Authentication: UIDAI provides various modes of authentication, viz., demographic (Name, Gender, DoB, Address, phone number, email etc), biometric (fingerprint, iris and Face), One Time Pin (OTP) and multi-factor authentication (combination

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



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



Graph 5 - Cumulative Yes/No Authentication Transactions

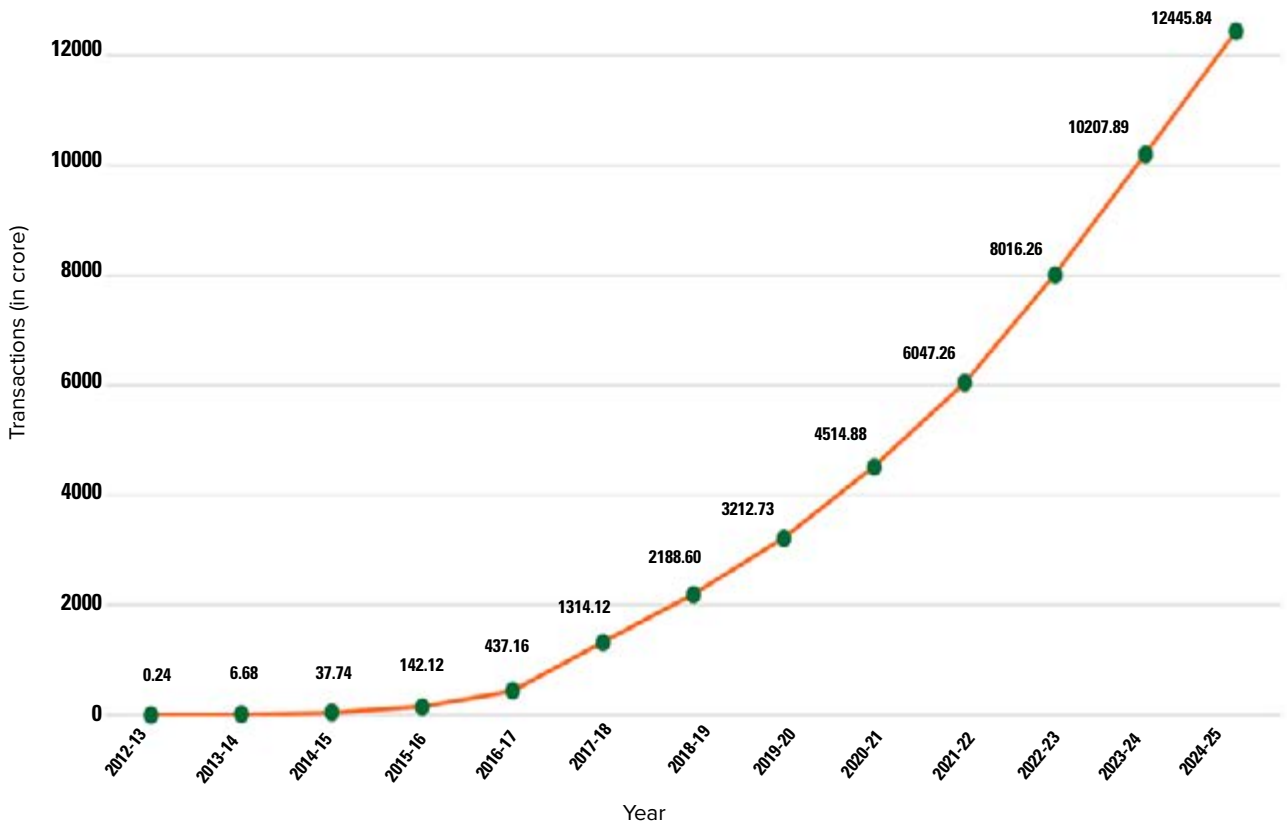


Table 5 - Year-wise and Cumulative Yes/No Authentication Transactions

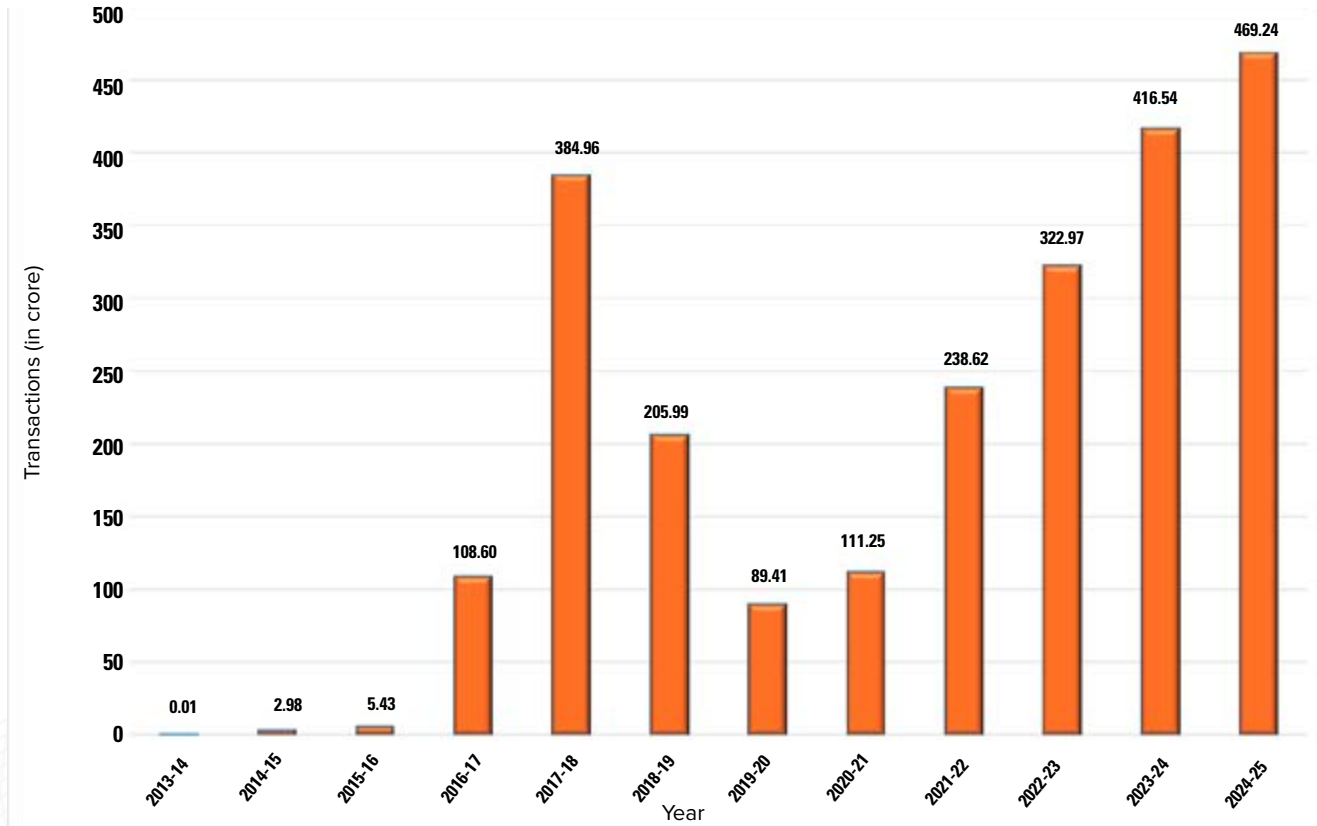
| Year | Authentication Transactions (in Crore) | Cumulative Transactions (in Crore) |
|---------|---|---------------------------------------|
| 2012-13 | 0.24 | 0.24 |
| 2013-14 | 6.44 | 6.68 |
| 2014-15 | 31.06 | 37.74 |
| 2015-16 | 104.38 | 142.12 |
| 2016-17 | 295.04 | 437.16 |
| 2017-18 | 876.96 | 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 |
| 2024-25 | 2237.94 | 12445.84 |

Table 6 - Month-wise Yes/No Authentication Transactions (2024-25)

| Month | Authentication Transactions (in Crore) |
|----------------|--|
| April 2024 | 167.86 |
| May 2024 | 170.82 |
| June 2024 | 171.90 |
| July 2024 | 172.31 |
| August 2024 | 160.96 |
| September 2024 | 171.45 |
| October 2024 | 175.09 |
| November 2024 | 174.91 |
| December 2024 | 247.49 |
| January 2025 | 241.21 |
| February 2025 | 181.83 |
| March 2025 | 202.11 |
| Total | 2,237.94 |



Graph 6 - Year-wise e-KYC Transactions



Graph 7 - Cumulative e-KYC Transactions

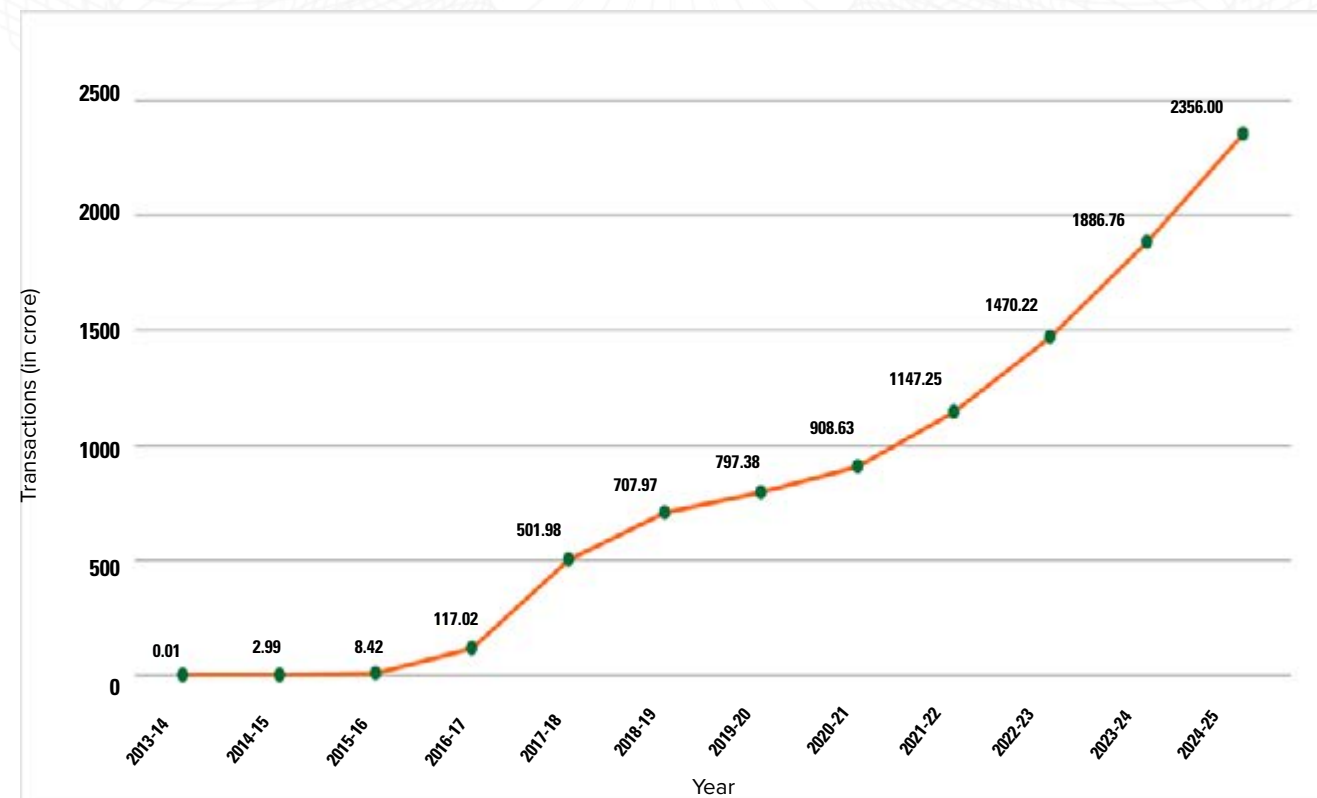


Table 7 - Year-wise and Cumulative e-KYC Transactions

| 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 |
| 2024-25 | 469.24 | 2356.00 |

Table 8 - Month-wise e-KYC Transactions (2024-25)

| Year | e-KYC transactions (in Crore) |
|----------------|-------------------------------|
| April 2024 | 26.70 |
| May 2024 | 30.94 |
| June 2024 | 40.89 |
| July 2024 | 40.53 |
| August 2024 | 39.29 |
| September 2024 | 43.93 |
| October 2024 | 35.26 |
| November 2024 | 37.92 |
| December 2024 | 43.26 |
| January 2025 | 43.02 |
| February 2025 | 42.89 |
| March 2025 | 44.63 |
| Total | 469.24 |



authentication.

3.11.4 A 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 Minutia 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 105 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 31.03.2025 is 130.31 crores. Year-wise as well as cumulative Aadhaar Face Authentication transactions are portrayed in Table 9, Graph 8 and Graph 9.

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

UIDAI Face-Auth application has been shortlisted among top three contenders for Prime Minister’s Awards for Excellence under Innovation Centre Category for the year 2023

3.12.4 Aadhaar Paperless Offline e-KYC: UIDAI has introduced the process of verifying identity of the Aadhaar number holder without authentication.

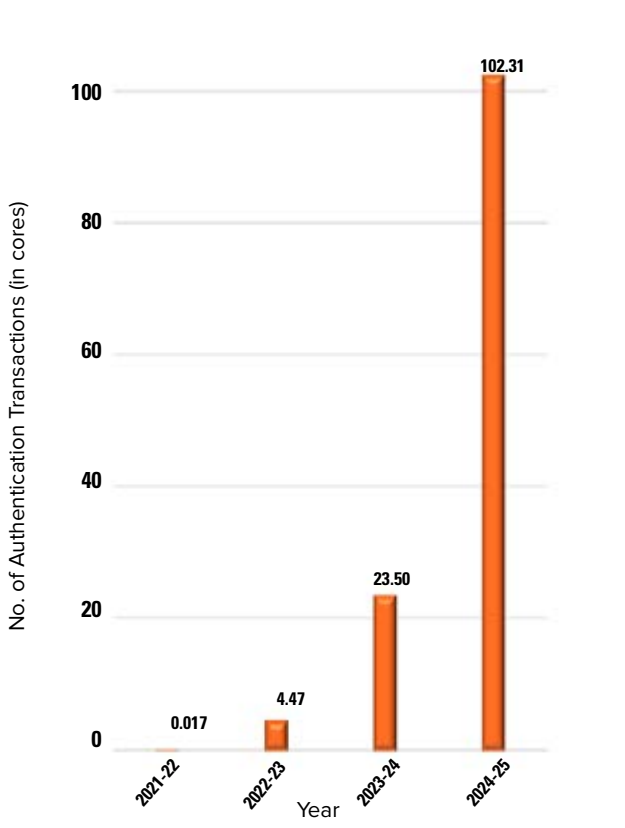
1. Aadhaar Paperless Offline e-KYC: “Aadhaar Paperless Offline e-KYC” means a digitally signed document generated by the Authority containing last 4 digits of Aadhaar number, demographic data like name, address, gender, and date of birth, and photograph of the Aadhaar number holder etc.
2. Aadhaar Secure 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

Table 9 - Year-wise and Cumulative Face Authentication Transactions

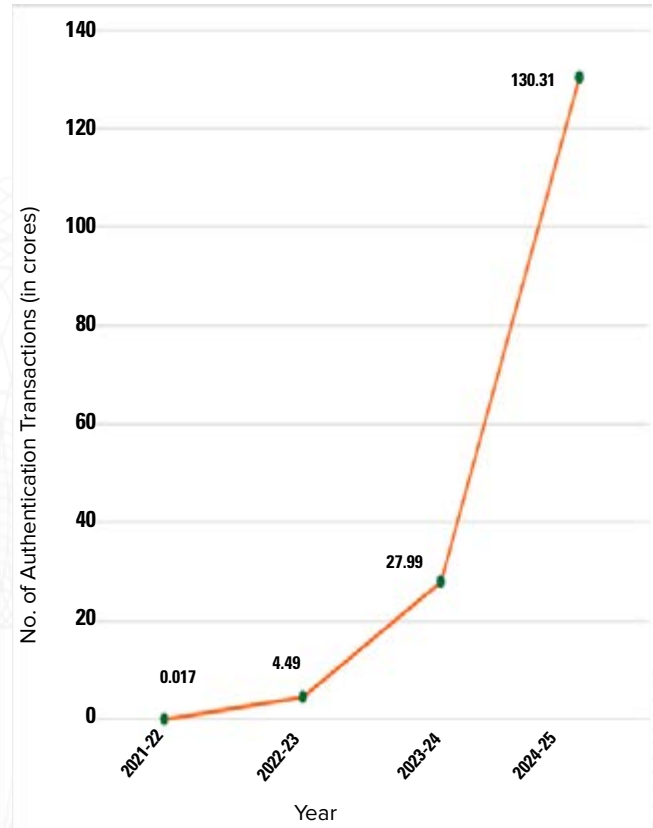
| Year | Annual Transactions (in crores) | Cumulative Transactions (In crores) |
|---------|---------------------------------|-------------------------------------|
| 2021-22 | 0.017 | 0.017 |
| 2022-23 | 4.47 | 4.49 |
| 2023-24 | 23.50 | 27.99 |
| 2024-25 | 102.31 | 130.31 |



Graph 8 - Year Wise Face Authentications



Graph 9 - Cumulative Face Authentications



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 2024-25 with average device count of around 2.50 lakhs till 31st March, 2025.

3.12.8 Amendment in SWIK Rules : MeitY has amended the Aadhaar Authentication for Good Governance (Social Welfare, Innovation, Knowledge -SWIK) Rules, 2020, w.e.f., 31.01.2025, The amendment seeks to enhance the scope and utility of Aadhaar authentication to further promote good governance, social welfare, innovation and knowledge dissemination allowing the usage of Aadhaar for improving service delivery and thereby enhancing ease of living for residents and enabling better access to various services for them. The amendment would help people seamlessly avail the services of e-commerce, travel, tourism, hospitality and health sector etc. being provided by entities other than government entities also.

The amended rule is as “4.(I) *The Ministry or the Department of the Central Government or a State Government, as the case may be, desirous of utilising Aadhaar authentication*

for a purpose specified in rule 3 shall prepare a proposal with justification in regard to such purpose for which Aadhaar authentication is sought and submit the same to the Central Government for making a reference to the Authority. 4. (II) Any entity other than the Ministry or Department referred to in sub-rule (1), which is desirous of utilising Aadhaar authentication, shall prepare a proposal with justification in regard to the authentication sought being for a purpose specified in rule 3 and in the interest of State, and submit the same to the concerned Ministry or Department of the appropriate Government”.

The amendment enables both government and non-government entities to avail Aadhaar authentication service for providing various services in the public interest for related specific purposes like enablement of innovation, spread of knowledge, promoting ease of living of residents and enabling better access to services for them. This will help both the service providers as well as the service seekers to have trusted transactions.

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 activities. The Channel Interface (CI) component of the Division also looks after the UI/UX-related activities of the myAadhaar



portal and the mAadhaar mobile application, ensuring a seamless and user-friendly experience for residents.

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, 140.09 crore New Aadhaar letters have been printed and dispatched till 31st March 2025 through India Post as First Class Digitally Franked articles. Additionally, 82.02 crore Aadhaar letters have been dispatched to various Aadhaar holders against update requests (excluding updates for e-mail/mobile) till 31st March 2025, through India Post, via First Class Digital Franking mode.

3.15 E-AADHAAR

E-Aadhaar is an electronic form of Aadhaar which can be downloaded from myAadhaar portal or mAadhaar mobile app. E-Aadhaar contains a secure Quick Response (QR) code digitally signed by UIDAI which displays photograph and demographic details of the Aadhaar holder on scanning. 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 276.19 crores e-Aadhaars have been downloaded till 31st March 2025.

Aadhaar PVC Card

▪ SECURE ▪ STURDY ▪ SAFE

- Hologram
- Guilloche Pattern
- Ghost Image & Microtext
- Good Printing Quality & Lamination
- Issued by UIDAI
- Convenient to Carry
- Latest Security Features
- Instant Offline Verification through QR Code

Scan QR on Aadhaar using Aadhaar QR Scanner App
Download >>>

Aadhaar QR Scanner

Available on the App Store and Google Play

3.16 ORDER AADHAAR PVC CARD SERVICE

3.16.1 UIDAI started online Order Aadhaar PVC Card service on 25th September 2020. Aadhaar holder can order Aadhaar PVC card online through UIDAI website www.uidai.gov.in and mAadhaar app available for Android & iOS based Smartphones by paying a nominal charge of ₹ 50/- including speed post delivery charge. Aadhaar PVC Cards are dispatched to the Aadhaar holders at their address registered with UIDAI.

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 around 6.08 crore Aadhaar PVC Cards (including 13 lakh cards to Marine Fishermen) till 31st March 2025. 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 229 Master Training sessions have been conducted from 1st April 2024 to 31st March 2025, in which 19,891 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 63 Mega Training and Certification Camps on Aadhaar Enrolment have been conducted from 1st April 2024 to 31st March 2025, in which 4,613 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. 216 training



sessions have been conducted from 1st April 2024 to 31st March 2025, in

which 7,963 individuals were imparted training.

Table 10 - Details of Training Imparted (01.04.2024-31.03.2025)

| S. No | Type of Training | Participants | Number of Sessions | Number of Participants Trained |
|--------------|-------------------------------------|--|--------------------|--------------------------------|
| 1. | Orientation Program | New/ Fresh Enrolment Staff | 216 | 7,963 |
| 2. | Mega Training & Certification Camps | Government Officials nominated to become Enrolment Staff | 63 | 4,613 |
| 3. | Refresher Training | Existing Enrolment Staff | 1,178 | 55,240 |
| 4. | Master Training | Government Officials and Enrolment Staffs nominated to become Trainers | 229 | 19,891 |
| Total | | | 1,686 | 87,707 |

- **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. 1,178 programs were conducted from 1st April 2024 to 31st March 2025, in which 55,240 individuals were trained.

During the period 01st April 2024 to 31st March 2025; 1,00,931 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.

As on 31st March 2025, 1,95,686 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.

3.17.4 Annual Training Calendar (ATC):

UIDAI published ‘Annual Training Calendar 2024-25’ in consultation with various stake holders to disseminate knowledge related to Aadhaar Ecosystem among Enrolment & Update and

Authentication Operators. From 1st April 2024 to 31st March 2025, 99 training sessions have been successfully conducted across PAN India; in which 9,107 Aadhaar Operators & Authentication Operators have been trained

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 AADHAAR SUPPORT SERVICES – AADHAAR SAMPARK KENDRA

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.

Reach Us



| | | |
|---|-----------------------|---|
|  | Voice - | By Calling 1947 |
|  | Chatbot - | Aadhaar Mitra Chatbot at www.uidai.gov.in |
|  | Social Media - | x - @uidai, facebook- Aadhaar, Instagram - aadhaar-official etc |
|  | Email - | Email us at help@uidai.gov.in |
|  | Web Portal - | By lodging complaint through the webpage of UIDAI |
|  | Letter - | Write letter to UIDAI |
|  | Walk - in | By visiting Regional Offices |



For More Info : visit - www.uidai.gov.in



- ▶ 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.
- ▶ 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,

**UIDAI'S Chatbot
AADHAAR Mitra**

Based on AI/ML

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

To interact with
'AADHAAR MITRA'
Scan 

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 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 1.65-1.80 Lakhs calls/day and 6,000-6,500 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 60,000 conversations on Aadhaar Mitra are happening on daily basis.

The 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.

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 numbers are generated. Biometric matching of



Aadhaar Number Holder's Data is Secure With UIDAI

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

ENTER VERIFICATION CODE

9 3 7 4 6 2

MEESSAGES new
Your OTP iis 937462



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 demographic data. 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 27001:2022

UIDAI has established the Information Security Management System and has obtained the ISO/IEC 27001:2022 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. To handle the cases of frauds in coordination with respective Regional Offices, a dedicated Fraudulent Management System (FMS) is available. To carryout forensics of Aadhar related digital artefacts UIDAI Cyber Forensic Fraud Investigation Laboratory (UCFFIL) is functioning. UIDAI is proactively coordinating and liaising with Law Enforcement Agencies (LEAs) to combat and mitigate Aadhaar related fraudulent practices.



5. AADHAAR – USAGE IN GOOD GOVERNANCE

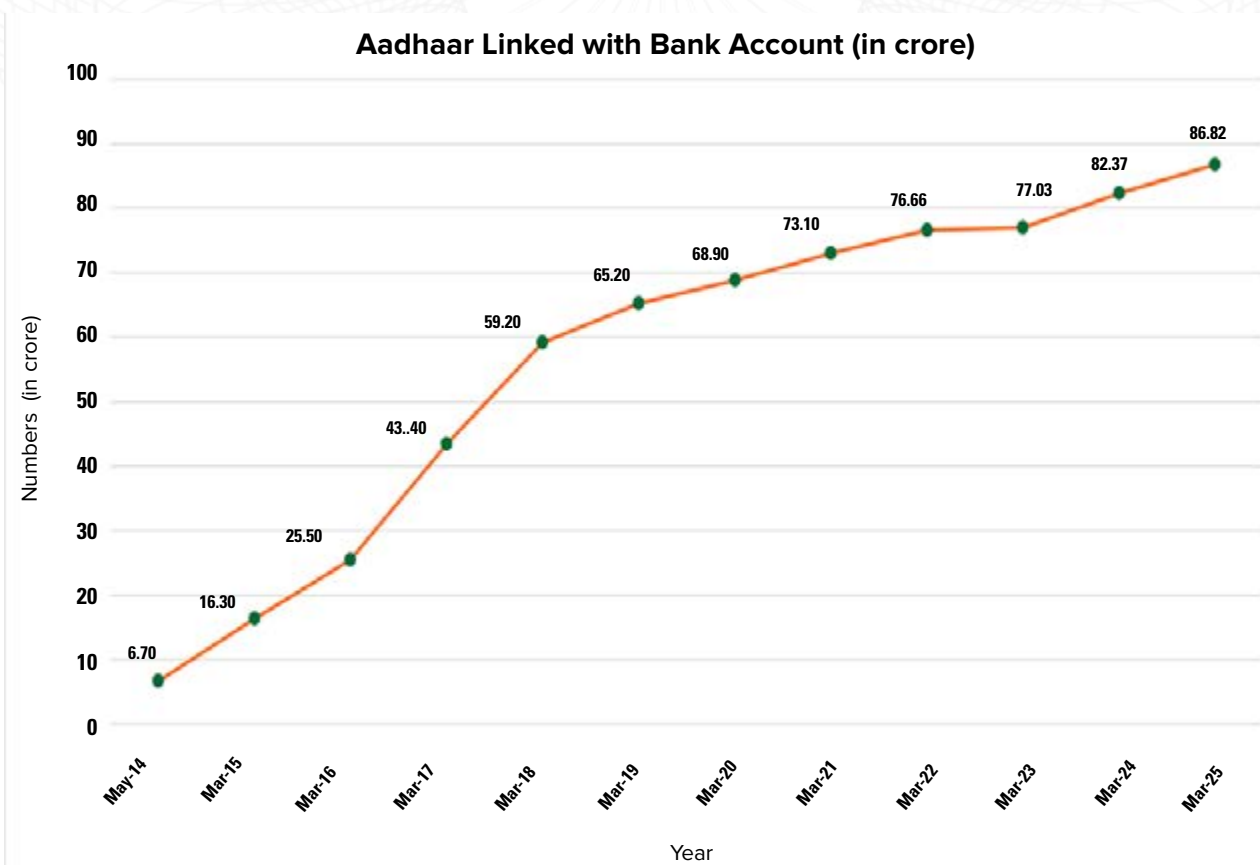
5.1 AADHAAR – A TOOL FOR GOVERNANCE REFORM

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 2025, 86.82 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



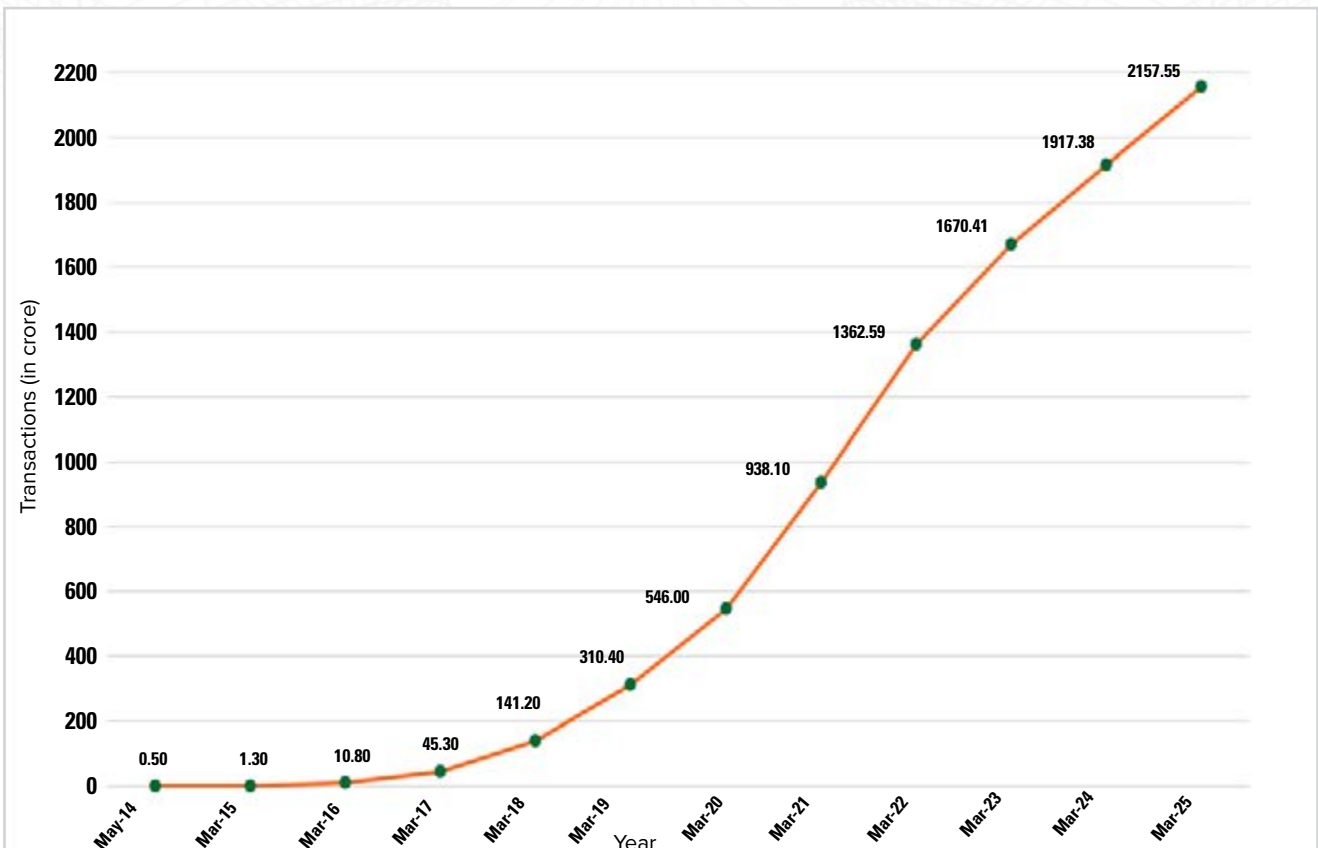
5.1.2 Different types of payment systems using Aadhaar viz. AEPS, APB and BHIM Aadhaar have been developed and are being operated by National Payment Corporation of India (NPCI) using the banking platforms, which have significantly helped to achieve the financial inclusion in the country. These are briefly 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 2025, over 2157.55 Crore successful transactions

have been done using the AEPS platform across nearly 44.34 lakh micro-ATMs provided by 144 banks and Department of Posts. It is pertinent to note that cumulatively a growth of 12.53% were observed in the total number of AEPS transactions as compared to 2023-24. 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 micro-ATMs 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-

Graph 11 - Progress of AEPS Transactions since May 2014





to-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.

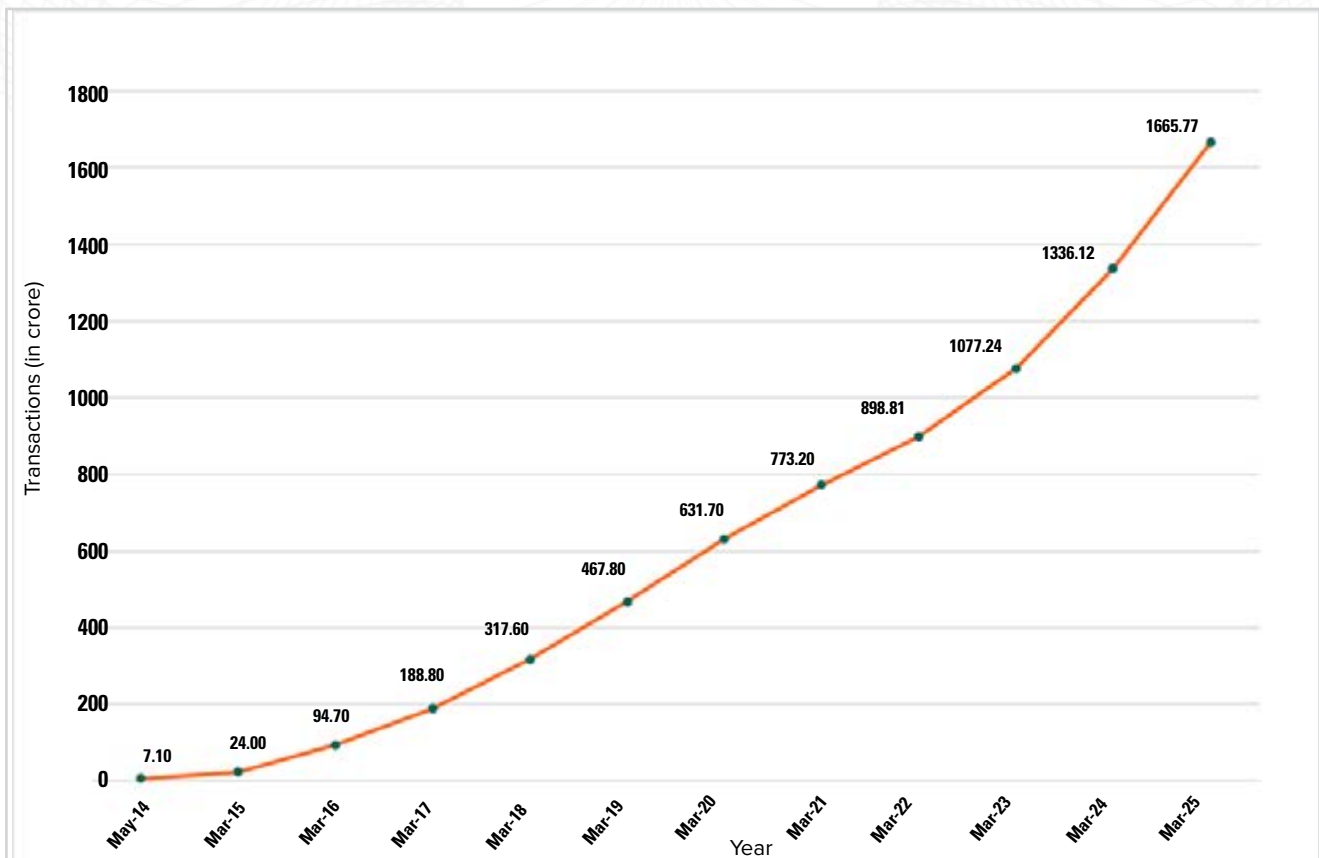
5.1.5 At the ecosystem level, APB has already achieved wide acceptance and is presently an RBI approved payment system. As on 31 March 2025, 1335 banks including all nationalized banks, regional rural banks and many co-operative banks were live on the APB platform. Cumulatively, 1665.77 crore transactions have successfully been carried out over APB, amounting to ₹18,13,328.25 crore, a growth of 44% over the previous year's volume (₹12,59,293.93 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).

5.2 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.

Graph 12 - Progress of APB Transactions



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 2025, multiple large central schemes including PAHAL, MGNREGS etc had paid over ₹18,13,328.25 crore through over 1665.77 crore successful transactions (Data source: NPCI).

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 2025, a total of 50 central Ministries/Departments have issued 229 notifications covering various 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

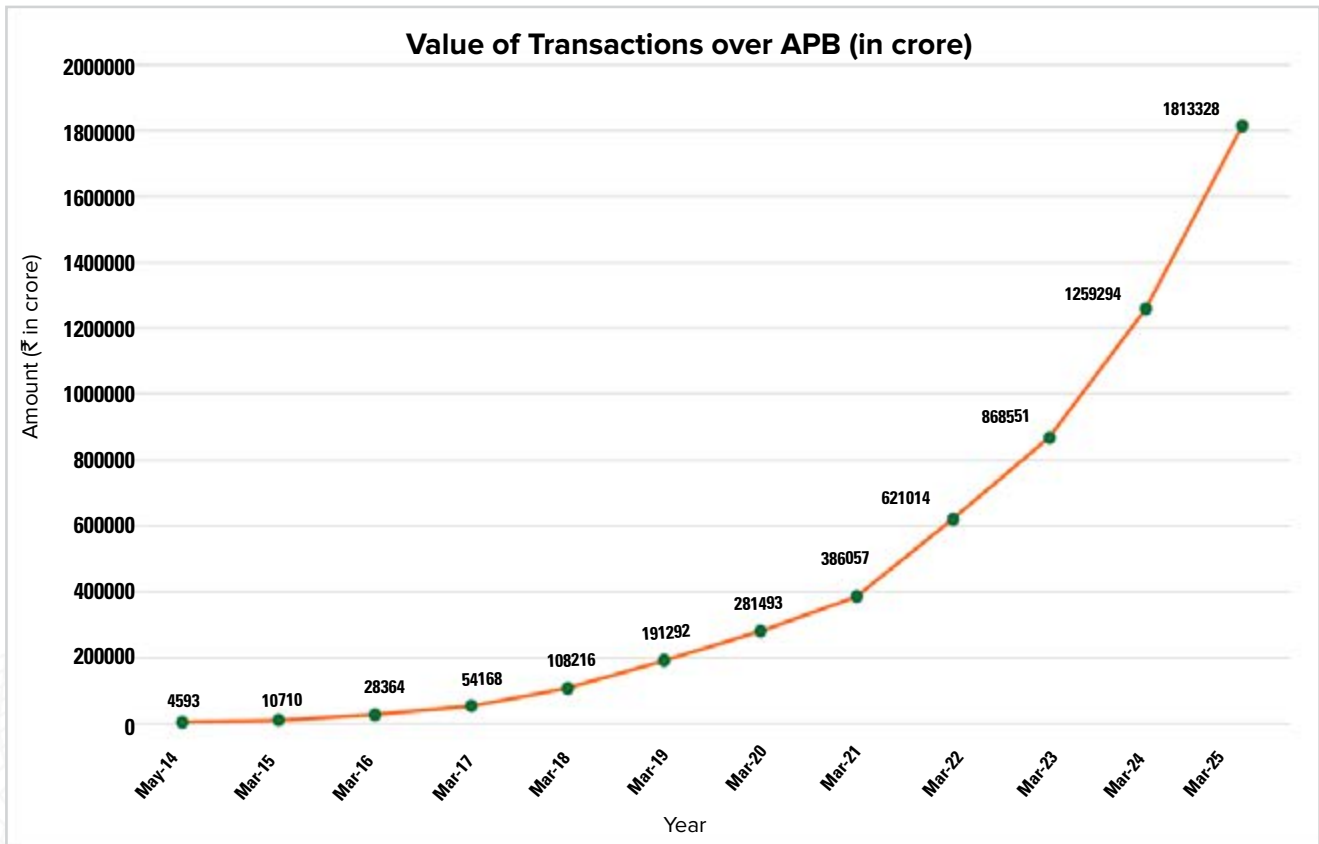
AADHAAR HELPED TO SAVE PUBLIC MONEY

Aadhaar helps reduce pilferage / remove fake beneficiaries from the system





Graph 13 - Progress of Value of Transactions over APB



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 2025, over 1787 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, 69 proposals of Central Govt. Departments and 214 proposals of the State Governments have been approved by 31 March 2025.



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 (2024-25)

| S. No. | Description | FY 2024-25 |
|--------|--|----------------|
| 1 | Complaints of sexual harassment received in the year | Nil |
| 2 | Complaints disposed-off during the year | Nil |
| 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 | 08 |
| 5 | Nature of action | Not Applicable |

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.

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 constituted in each Regional Office, Head Office and Technology Centre of UIDAI .

6.2 IMPLEMENTATION OF OFFICIAL LANGUAGE POLICY IN UIDAI

6.2.1 UIDAI is implementing Official Language Policy of Govt. of India in its Head Office as well as in its all Eight 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 2024-25, Four meetings of Official Language Implementation Committee

(OLIC) were held at UIDAI Head Office, 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 A, B, and C Region according to the targets prescribed in Annual Programme 2024-25 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 29th July 2024 and 11th February 2025.

6.2.3 During the period under review, 04 Hindi training workshops were organized in hybrid mode for sensitizing officials of UIDAI on Official Language Policies/Rules and other subjects. More than 202 officers and staff participated in these workshops from various Divisions of Head Office and all Regional Offices.

6.2.4 Hindi Pakhwara was organized from 14th to 29th September 2024 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 Pakhwara, five Hindi competitions were organized in which 267 officers/ employees of UIDAI Head Office actively participated. Annual Prize Distribution Ceremony was organized on 26th December 2024 at UIDAI Head Office and cash prizes and certificates were awarded to 24 winner officers/ employees of Head Office.

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, seven employees of Head Office were found eligible for cash prizes as per scheme and winners were

awarded cash prizes and certificates in Prize Distribution ceremony held on 26th December 2024. The prizes distribution ceremonies were also held in respective ROs of UIDAI during Sep/Oct, 2024.

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 Official Language Inspection within the organisation, the UIDAI Head Office OL/HR Team conducted inspection of Regional Office, Delhi on 20th March 2025 and 04 Divisions of UIDAI Head Office (Human Resources, Authentication and Verification, Training, Testing & Certification and Enforcement) were also inspected on 10th and 11th March 2025 respectively. Inspection reports with necessary suggestions & guidelines issued to all concerned for remedial action.

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"

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. KMS is the part of e-Office where latest office



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

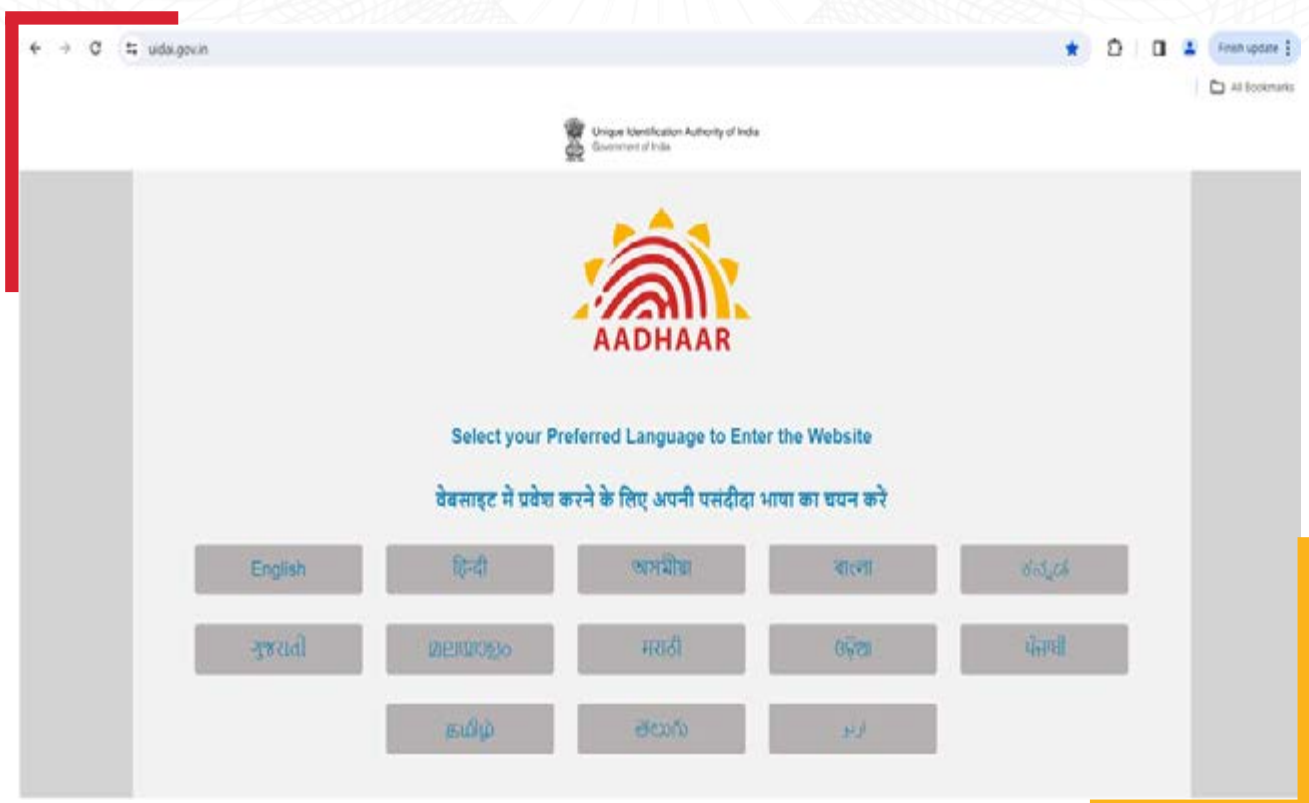
6.5 NODAL RTI CELL

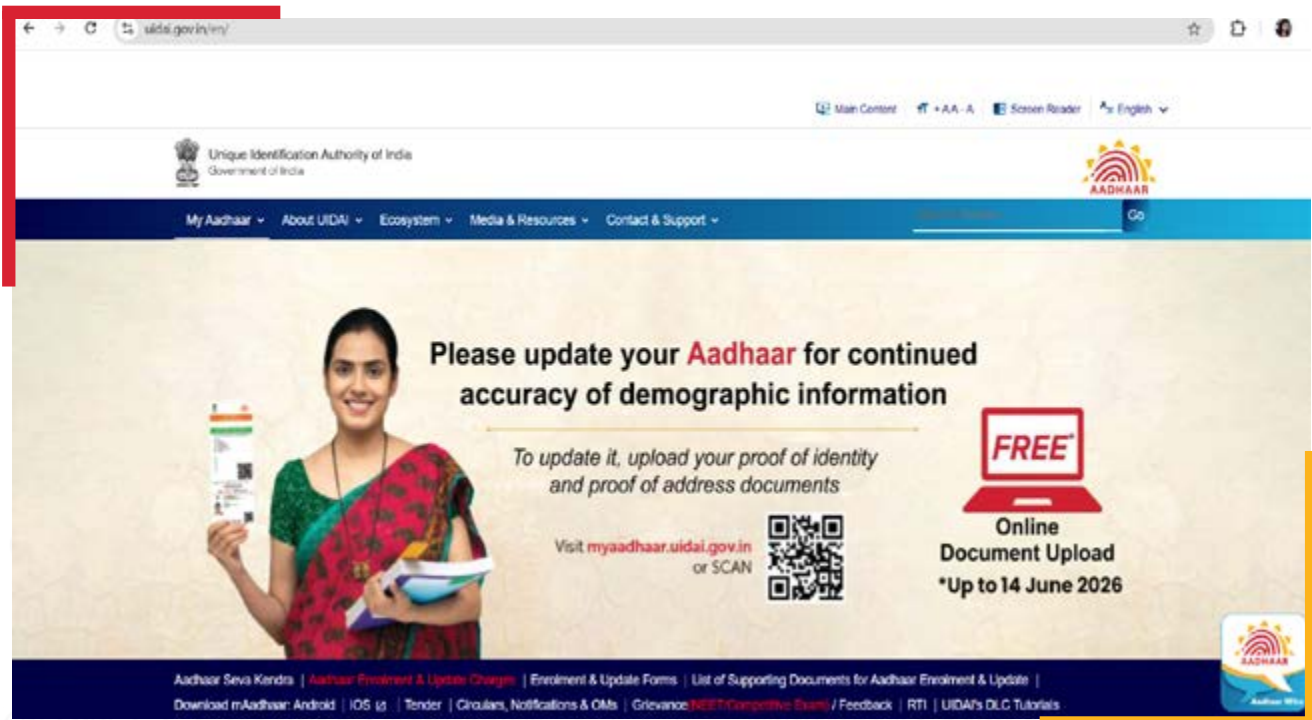
The Nodal RTI Cell under Coordination Division at UIDAI Head Office processes all online and offline applications/appeals/complaints as well as Central Information Commission (CIC) related matters, as per the Right to Information Act, 2005 (RTI Act). Also, Quarterly reports regarding the same are prepared and uploaded on CIC portal, as per its directions. During the year 2024-25, 3979 RTI applications and 461 appeals were handled by various Central Public Information Officers (CPIOs) and the First Appellate Authorities (FAAs) respectively. Transparency Audit for the year 2023-24 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.

6.6 UIDAI’S WEBSITE

6.6.1 The UIDAI website (<https://www.uidai.gov.in/>) is Aadhaar online service window for individual of India, as well as the primary web information centre for various ecosystem partners and the public at large. Bulk of individual of 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 services portal are 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 individuals 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.

- ▶ The “Contact & Support” Tab in the website provides contact details of various divisions and functionaries at the Head Office as well as at the Regional Offices, State Offices and Tech Centres
- ▶ 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. “Media & Resources” Tab provides residents to view the latest updates and follow 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:

- ▶ Important documents for ecosystem partners, such as policies, guidelines, checklists, and Terms of Engagement (TOE) with State and non-State Registrars, along with related documents for business users, are all available under the “Ecosystem” Tab.
- ▶ The Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016, and associated rules, regulations, notifications, and circulars are available under the “About UIDAI” Tab.
- ▶ News, press releases, Aadhaar related campaigns and videos in downloadable formats are available under “Media & Resources” Tab.
- ▶ Frequently Asked Questions (FAQs) are available under “Contact &

Support” Tab.

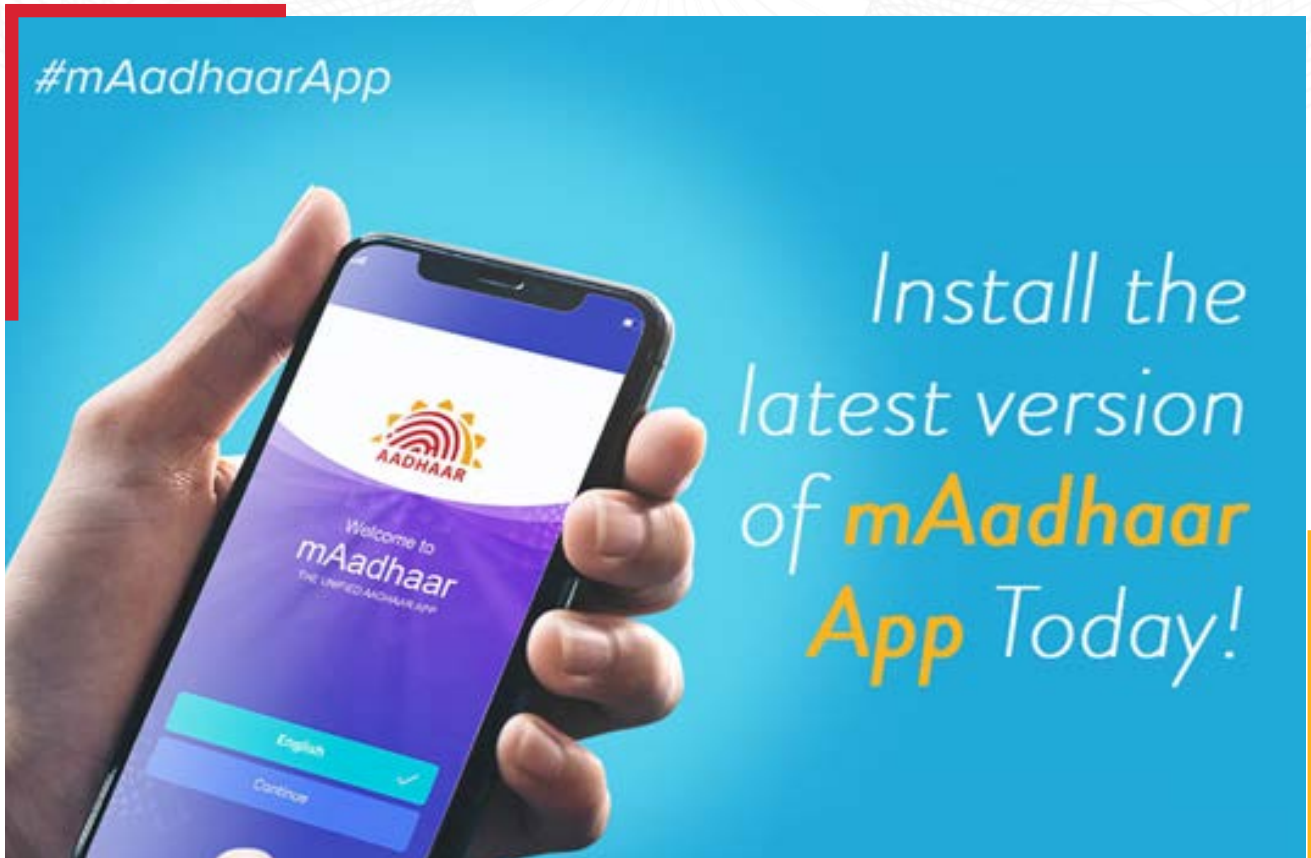
6.6.4 Single-point access to Online Aadhaar Services and other Portals.

The UIDAI website provides a direct link (<https://myaadhaar.uidai.gov.in/>) to a wide range of Aadhaar services such as Locate Enrolment Centres, Book an appointment, Check Aadhaar Status, Download Aadhaar, Order Aadhaar PVC Card and more.

6.6.5 Aadhaar Dashboard: The UIDAI website also offers a direct link (https://uidai.gov.in/aadhaar_dashboard/) to the Aadhaar analytic dashboard, which displays the big data and statistics on Aadhaar enrolment, updation, authentication, e-KYC services and Registered devices.

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. Residents with or without Aadhaar can install this app in their smart phones. However, to avail personalized Aadhaar services the Aadhaar holders have to register their Aadhaar profile in the app. mAadhaar mobile app is available in English, Hindi and 10 vernacular languages.



7. MAJOR HIGHLIGHTS AND INITIATIVES OF 2024-25

7.1 DOMESTIC AND GLOBAL OUTREACH

7.1.1 Global Fintech Fest (GFF) 2024, Mumbai: UIDAI actively participated in the 5th Global Fintech Fest (GFF) which was held from 28th August to 30th August 2024, at the Jio World Convention Centre, Mumbai. Organized by Ministry of Electronics and Information Technology (MeitY) and the Reserve Bank of India (RBI), in collaboration with Payment Council of India (PCI), National Payment Corporation of India (NPCI), and Fintech Convergence Council (FCC), the event showcased transformative innovations in digital finance. UIDAI showcased its improved Face Authentication facility, powered by AI and ML engines, developed entirely in-house during the fest. The UIDAI stall highlighted various use cases of Face Authentication demonstrated by AUAs/Sub-AUAs, particularly in schemes promoting digital inclusion. A notable highlight

was the launch of 'Goal-Based Savings for Rural Women' using Face Authentication, to enable account opening and enhance their financial access. UIDAI also released a playbook on face-auth, published by the UIDAI knowledge partner Microsave Consulting (MSC).

On Day 3, Shri Amod Kumar, DDG, UIDAI, participated in a panel discussion on digital identity innovations, highlighting Aadhaar's impact on inclusion and its role in generating USD 42 billion in savings through DBT. UIDAI's AI/ML-driven Face Authentication, eliminating dependency on external devices, represents a paradigm shift in secure, user-friendly authentication, reaffirming Aadhaar's role as a key pillar of India's Digital Public Infrastructure.

7.1.2 Engagement with International bodies and foreign countries: UIDAI has actively engaged with international bodies like World Bank, ID4Africa, India-Brazil Chamber of Commerce (IBCC) etc in 2024-25 which



Global Fintech Fest-2024, Mumbai

provided an opportunity to showcase Aadhaar and its strengths to a global audience. An active interest has been shown by some countries like Egypt, Papua New Guinea, Mauritius, Cuba, Jamaica, Nigeria, Denmark Kenya, Madagascar and Indonesia in learning from UIDAI experience.

7.1.3 Engagement with Government of Cuba: An MoU was signed between Ministry of Electronics and IT, India and Ministry of Communications, Cuba on 19th January 2024 for cooperation in the field of sharing successful digital solutions implemented at population scale for digital transformation. The Government of Cuba has requested to impart training to Cuban IT specialist. UIDAI, in coordination with Ministry of External Affairs will impart the training to Cuban IT Specialist under the Indian Technical and Economic Cooperation Programme (ITEC) of MEA

7.1.4 Innovation-2025: Innovation 2025 is a unique exhibition and prestigious conference

that brings together government leaders from across the globe responsible for the transformation and acceleration of their public sector organisations and services. This event was jointly hosted by UK Government and Global Government Forum (GGF) from 24th-26th March 2025 at ExCeL (Exhibition Centre London) London, UK. GGF helps senior civil servants around the world to meet global challenges by building their expertise, knowledge and connections. It also help leaders across national public sector organisations to learn from the work of their peers overseas, and to build links with fellow civil servants in other countries.

Shri Amod Kumar, Dy. Director General (AU) attended the conference as panelist in the session titled “ How government can get digital credentials right”.

7.1.5 UIDAI’s Stakeholder Meet – “Aadhaar Samvaad” with BFSI, Fintech, and Telecom Sectors: Unique Identification Authority of India



Secretary, MeitY at Aadhaar Samvaad, Mumbai



Aadhaar Samvaad, Mumbai

(UIDAI), in collaboration with the Government of Maharashtra, organized a high-level stakeholder meet, Aadhaar Samvaad, bringing together nearly 500 senior policymakers, industry leaders, and technocrats from BFSI, Fintech, Telecom, NPCI, and related sectors. The event focused on enhancing service delivery through Aadhaar-enabled solutions and strengthening trust in digital transactions. A key milestone celebrated was the crossing of 100 crore Aadhaar Face Authentication transactions, doubling from 50 crore in just five months—demonstrating rapid adoption of UIDAI’s AI/ML-based in-house solution.

Shri S. Krishnan, Secretary, MeitY, and Shri Bhuvnesh Kumar, CEO, UIDAI, emphasized Aadhaar’s foundational role in India’s Digital Public Infrastructure (DPI) and its transformative impact. Shri Neelkanth Mishra, Chairman, UIDAI, highlighted Aadhaar’s potential in expanding digital identity use cases. Four focused panel discussions explored innovative applications,

framework development, and user-centric enhancements, paving the way for future collaborations and ecosystem growth.

7.2 STRENGTHENING OF AADHAAR ECOSYSTEM

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

7.2.1 E&U Track: UIDAI has strengthened the Aadhaar Enrollment and Update process by improving the quality checks on documents submitted by residents. Proof documents such as birth certificates, driving licenses, voter ID cards, and Gazette documents are now verified against official government sources to ensure accuracy and reduce errors. UIDAI is also working with PAN and passport authorities through API integration to speed up verification. This helps residents get their Aadhaar numbers

faster and with fewer issues.

In addition, UIDAI collaborated with 27 states and 8 union territories, where local governments have started reviewing resident data before Aadhaar numbers are issued for the age 18 and above, enhancing the reliability of the database. This cooperative approach ensures that Aadhaar information is validated by multiple authorities.

The improved process benefits residents by reducing delays and improving trust in the system. It also helps authorities keep Aadhaar data clean and up to date, making the system more secure and dependable.

Furthermore, to keep Aadhaar database updated, Aadhaar number of deceased individuals have been deactivated based on the data from RGI.

Overall, these steps support UIDAI's mission to provide every resident with a unique, accurate, and reliable identity while simplifying the enrollment and update experience for millions of users.

7.2.2 RE Track : The myAadhaar portal has been upgraded to offer more features and greater convenience to residents. Now, users can track the status of their Aadhaar enrolment or update requests online, view detailed processing information, and even download Aadhaar cards with a validity period tailored for foreigners residing in India. This transparency helps users stay informed throughout the process.

To improve grievance handling, a new "Update Mode" feature was introduced in the portal and the mAadhaar app. This helps capture user complaints more precisely and speeds up resolution by directing them through online, offline, or mobile channels. Clearer and friendlier error messages now guide users in case of issues, reducing confusion.

Foreign residents with Indian addresses can now easily download their eAadhaar through the mAadhaar app using their Service Identity Number (SID). The app also sends notifications about important updates, ensuring users don't miss critical information.

A new backoffice portal helped Aadhaar offices to operate more efficiently. It includes modules for onboarding operators, managing biometric issues, and an appointment system to reduce waiting times at Aadhaar service centers. These improvements enhance service delivery and resident satisfaction.

Together, these upgrades simplify the overall experience, making Aadhaar services more accessible, transparent, and user-friendly for everyone.

7.2.3 Engineering Track Enhancements:

UIDAI is transitioning its enrolment client to the Universal Client platform - designed as a common backbone for all resident-facing services. This platform provides a secure environment for capturing Personally Identifiable Information (PII) and supports integration with DigiLocker and other national/state registries. The result is a paperless enrolment experience that ensures both convenience and compliance with data security protocols.

UIDAI is in the process of revamping the Aadhaar app to support secure, standards-compliant credential exchange of resident demographic data. The app will enable both residents and ecosystem partners to perform online proof-of-presence verification and credential exchange in real time. With this release, UIDAI will align with global standards such as ISO and W3C for verifiable credentials and identity assurance.

Leveraging multiple open-source technologies, UIDAI has overhauled its data platform to democratize data access for business



stakeholders and product teams. The new platform has reduced data availability latency from days to minutes and significantly improved query performance. Additionally, it features real-time anomaly detection jobs that proactively identify fraudulent patterns and raise alerts for immediate action.

7.2.4 Innovation: The UIDAI established Think-Tank comprises three focused groups of industry leaders and domain experts who convene periodically to drive innovation and strategic development within the Aadhaar ecosystem. Each group is aligned with a key area: the first focuses on building an ecosystem of identity document verification service providers; the second is dedicated to creating a robust framework for industry-led hackathons on the Aadhaar Sandbox; and the third works on enabling Aadhaar-related, data-driven research. These working groups collaborate through structured and goal-oriented discussions, aiming to foster technological advancements, enhance service

delivery, and support UIDAI's broader mission of providing secure and inclusive digital identity services to residents.

Aadhaar Samvaad is envisioned as a dynamic knowledge exchange conference for stakeholders, aiming to foster collaboration. The event will facilitate structured dialogue among UIDAI, industry experts, and government officials, enabling UIDAI to share technological updates on Aadhaar's new product features. The first Aadhaar Samvaad was planned and conducted by a core team from the UIDAI Tech Centre setting similar expectations and guidelines for the following events at Mumbai and Delhi. The session presented by the UIDAI Technology Center highlighted the latest technological advancements in Aadhaar enrollment and updating processes, facilitating quicker and more secure packet processing, which ultimately enhances user experience and satisfaction. The session also showcased the transformative effects of emerging technologies on UIDAI's operations.



From employing advanced deep learning models for enhanced fingerprint matching to utilizing multilingual AI chatbots for customer relationship management, the presentation contains numerous engaging use cases that will appeal to the ecosystem partners. Additionally, there were several exciting launches that was of interest to startups and other identity technology partners. There were three breakout sessions that covered topics such as Verifiable Credentials, Sandbox and Data Sharing. The ThinkTank members on the panel actively participated and answered questions by the audience. Overall, a captivating technology event for the ecosystem to understand the digital innovations and impact of Aadhaar.

7.3 OTHER PROJECTS BY UIDAI TECHNOLOGY CENTRE

7.3.1 Authentication Track : UIDAI has modernized its authentication system by moving to a cloud-native environment using

Kubernetes and Spring Boot. This has reduced deployment time and improved scalability, speed, and system stability. It also transitioned from proprietary databases to Ceph, an open-source storage system, improving response time and reducing costs.

A new AI-based Fake Finger Detection system has been deployed across all Level 1 fingerprint devices, significantly reducing fraud. Additionally, backend liveness models are being improved to verify genuine users during authentication.

To monitor service health, Auto SMS Alerts now notify stakeholders of any service disruptions in real-time. UIDAI is also testing a new Health API to help partners check system status instantly and ensure faster response to issues.

In a major security upgrade, UIDAI is phasing out older Level 0 fingerprint devices in favor of more secure Level 1 devices, which protect private keys using Trusted Execution Environments (TEEs).





UIDAI also launched a powerful Innovation Sandbox. This testing platform supports key features like fingerprint KYC, OTP, face authentication, Aadhaar login, and contactless biometrics. In future phases, partners will be able to test new Aadhaar-based services in a secure, simulation-ready environment.

7.3.2 Operations Track: UIDAI has modernized its infrastructure by upgrading its Hebbal and Manesar Data Centres from High Density (HD) to Ultra-High Density (UHD), reducing the rack count from 260 to 80 and significantly improving processing efficiency.

A major achievement was the establishment of one of India's largest open-source private clouds across these UHD data centres. The provisioning time has been reduced from 15 days to just 2 hours through a centralized automated portal. The private cloud has been enhanced with 230 new servers and memory upgrades to over 300 existing servers.

To support biometric processing at scale, 600 blade servers—200 each for NEC, Idemia, and TCS—have been onboarded as bare-metal servers using a Metal-as-a-Service (MaaS) platform.

UIDAI also executed India's largest data migration by moving approximately 30 petabytes (PB) of data to the new open-source cloud infrastructure. This migration, completed in two phases, included portals, enrolment, authentication, and analytics applications.

In addition, UIDAI implemented open-source Software Defined Networking (SDN) and Software Defined Storage (SDS) solutions to enable scalable, secure, and fault-tolerant infrastructure. These solutions improve automation, enforce strong security policies, and ensure high availability for diverse workloads.

UIDAI is also upgrading its MySQL database clusters from version 5.7 to MySQL 8. This includes a transition to a more robust InnoDB Cluster architecture, offering better query performance, enhanced security, and automated failover capabilities. Several clusters have already been migrated, and work is ongoing to complete the remaining upgrades.

These initiatives ensure UIDAI's infrastructure is future-ready, resilient, and optimized for delivering faster and more reliable services to residents and stakeholders.

7.4 HIGHLIGHTS IN AUTHENTICATION ECOSYSTEM FOR 2024-25

7.4.1 Launching of SWIK Portal: Aadhaar Good Governance Portal (swik.meity.gov.in) has been launched by Secretary MeitY on 27.02.2025. This portal aims to bring in MoU transparency and to automate the online process for submission of proposals by Ministry or the Department of the Central Government or a State Government and any entity other than the Ministry or Department, desirous of utilizing Aadhaar authentication for a purpose specified in the interest of State, thereby "promoting ease of living of residents and enabling better access to services for them" carry forward, all proposals under good governance will be submitted through the portal only.

7.4.2 Provision of obtaining update for change of Aadhaar Status during authentication by requesting entities: UIDAI has facilitated for the performance of authentication done by AUAs and KUAs with obtaining the status update of Aadhaar number previously submitted has been subsequently omitted or deactivated or re-activated. AUAs and KUAs have to execute Supplementary Agreement and enter into a Memorandum of Understanding with the Authority to avail this

facility. The provision has been introduced with sub-regulation (3A) of regulation 9 of the Aadhaar (Authentication and Offline Verification) Regulations, 2021. Till 31st March, 2025; 33 AUA/KUAs consisting of Central and State government entities, BFSI and Telecom based entities have entered into Memorandum of Understanding with the Authority to avail this facility. After entering into this agreement, it will help to remove the non-living beneficiaries Aadhaar from CIDR.

7.4.3 e-KYC Setu: The e-KYC Setu onboarding process has been launched for faster onboarding of financial entities in Aadhaar authentication ecosystem as Sub AUA/Sub KUA with NPCI acting as master AUA/KUA in pursuance to gazette notification by Department of Revenue dated 6th December, 2022. The e-KYC Setu system assists entities in reducing operational complexities and minimizing the burden of managing Aadhaar data. Moreover, this system provides flexibility to entities to choose the appropriate tech platforms for capturing Aadhaar numbers and OTPs based

on their business use cases. Onboarding of HDB Financial Services Limited as the first entity on 27th August, 2024.

7.5 MAJOR HIGHLIGHTS OF HUMAN RESOURCE DIVISION

7.5.1 Amendments in the Unique Identification Authority of India (Appointment of Officers and Employees) Regulations, 2020: To streamline the recruitment process of the officer & employees on deputation in UIDAI, amendments in the Unique Identification Authority of India (Appointment of Officers and Employees) Regulations, 2020 were made with the approval of authority

7.5.2 24 Young Professionals have been selected in the F.Y 2024-2025 from premier technology institutions across the country to strengthen the technical team of UIDAI.

7.5.3 During the year 2024-25, Human Resource Division, UIDAI HO has organized the following Major Workshops/ Trainings/ Events:

| Date | Workshops/ Trainings/ Events |
|-------------------|---|
| 14 June 2024 | Hindi Rajbhasha Workshop on Use of e-tools to do government work in Hindi |
| 12 September 2024 | Hindi Rajbhasha Workshop on Noting and Drafting |
| 20 December 2024 | Rajbhasha workshop on official language policies, orders and their implementation |
| 23 October 2024 | Workshop on "Ethics and Values in Public Governance" |
| 25 October 2024 | Workshop on "Culture of Integrity for Nation's Prosperity" |
| 21 March 2025 | Implementation of Official Language Policies and filling up of various progress reports |

7.6 IS DIVISION HIGHLIGHTS IN 2024-25

7.6.1 UIDAI won DSCI Excellence Award

for Best Security Practices in Organization in Critical Information Infrastructure

7.6.2 UIDAI won DSCI Excellence Award for Best Security Leader in Government Sector.



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.
- ▶ New guidelines for allotment of quarters for Non-UIDAI employees (MeitY and organizations under Administrative control of MeitY) at Aadhaar Housing Complex (AHC) located at Pandit Deen Dayal Upadhyaya Marg, New Delhi, has

been issued to improve occupancy in AHC. So far 43 Flats have been occupied.

- ▶ UIDAI Aadhaar Housing Complex has been awarded Green Rating for Integrated Habitat Assessment (GRIHA) Four Star Provisional Rating Green Rating for Integrated Habitat Assessment (GRIHA) Rating UIDAI, HQ Building.
- ▶ During the year 2024-25, Administration Division, UIDAI HO has carried out the following activities on days of National Importance. These are listed below in the table:-

| Date | Event |
|--------------------------------------|---|
| 05 June 2024 | World Environment Day |
| 21 June 2024 | 10th International Yoga Day |
| 15 August 2024 | Flag Hoisting on Independence Day |
| 14 September 2024 | Hindi Diwas |
| 14 September 2024 to 01 October 2024 | 'Swacchta hi Sewa' campaign |
| 02 October 2024 to 31 October 2024 | Special Campaign 4.0 For Institutionalizing Swachhata and Minimizing Pendency in Government Offices |
| 29 October 2024 | Celebration of Ayurveda Day |
| 25 November 2024 | Observance of the Communal Harmony Campaign Week from 19th to 25th November 2024 And Flag Day |
| 26 November 2024 | Celebration of Constitution Day |
| 01 December 2024 to 07 December 2024 | Contribution to Armed Forces Flag Day |
| 26 January 2025 | Flag Hoisting on Republic Day |
| 01 February 2025 to 15 February 2025 | Observance Of Swachhata Pakhwada (Nukkad Natak) |
| 08 March 2025 | Women's Day Was Celebration on 12th March 2025 |



Launching of SWIK portal



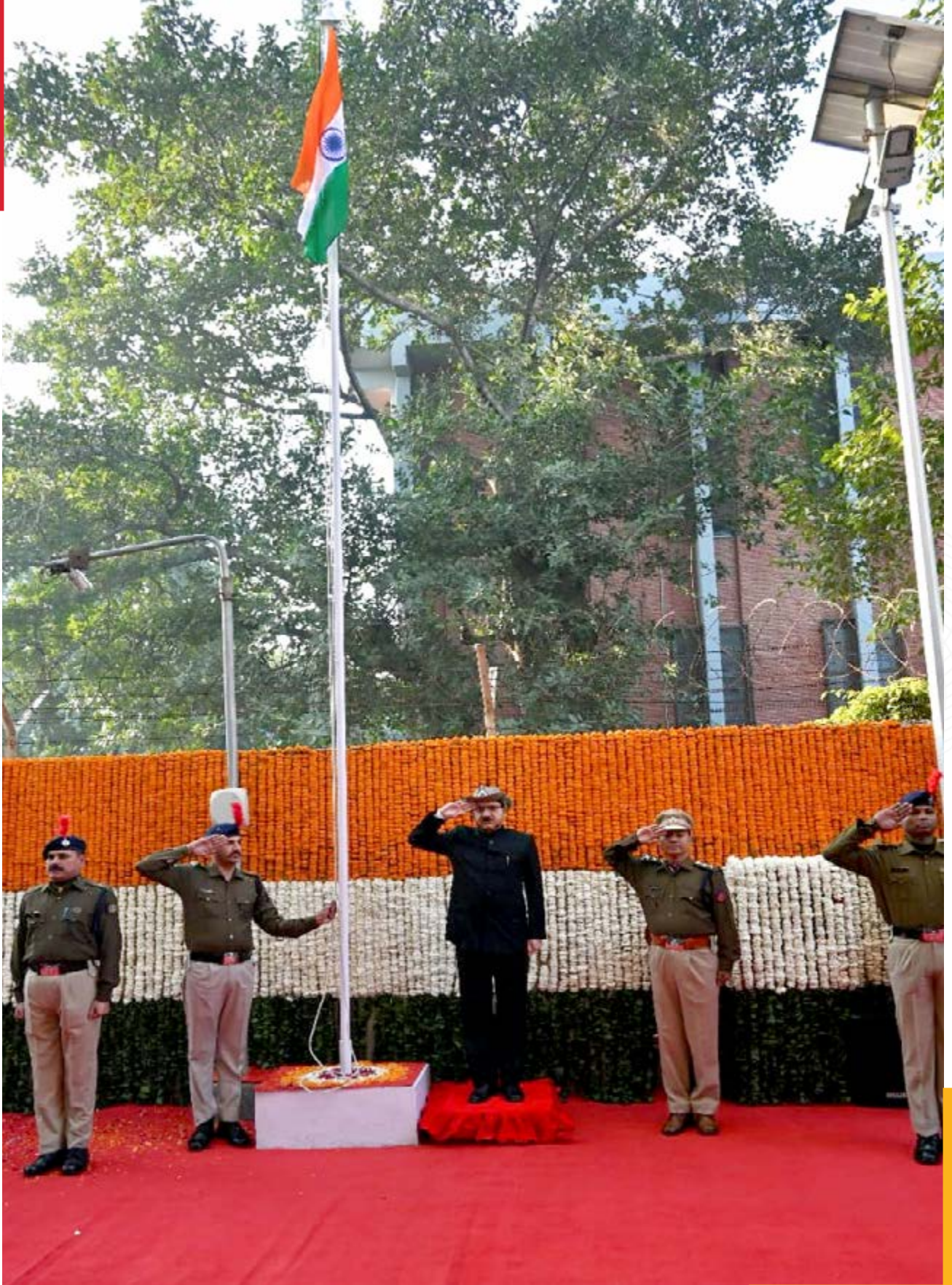
Review Meeting with UIDAI officials



Hindi Diwas



Special Campaign 4.0 For Institutionalizing Swachhata



Flag hoisting on Republic Day 2025



Women's Day Celebration



Indonesian Delegation visit to UIDAI



DSCI Excellence Awards 2024

Winner

*Best Security Practices in
Critical Information Infrastructure*

presented to

Unique Identification Authority of India (UIDAI)




Chief Executive Officer
06th Day of Dec., 2024



DSCI Excellence Award to UIDAI



GREEN RATING FOR INTEGRATED HABITAT ASSESSMENT

(Joint initiative of MNRE, Govt. of India and TERI)

Construction of UIDAI Residential Complex

New Delhi

has been provisionally awarded with a



GRIHA rating

Date of Issue: *7th March 2025*


Vice President & CEO
GRIHA Council

GRIHA Four Star Rating to Aadhar Housing Complex



8. FUTURE PLANS

8.1 TECHNOLOGY DEVELOPMENT

8.1.1 E&U Track: UIDAI is planning to verify identity documents directly from trusted sources. API integration with the Income Tax Department (CBDT) and the Passport Authority will allow quick and secure verification of Proof of Identity documents. A pilot project with Maharashtra will also help verify Gazette notifications for name changes.

To keep the Aadhaar database updated, UIDAI will continue to deactivate Aadhaar numbers of deceased individuals based on verified data from the Registrar General of India(RGI) and non-CRS states. This will help maintain data accuracy and integrity.

8.1.2 R&E Track: UIDAI will introduce biometric verification by both parents during mandatory

biometric updates for children transitioning from Baal Aadhaar to regular Aadhaar. A dedicated provision will support single-parent households. Real-time monitoring tools for Aadhaar client applications are also being planned to detect issues early and improve service delivery.

8.1.3 Engineering Track Enhancements

:UIDAI has committed significant development resources toward enhancing the Enrolment Server, the core system responsible for processing all enrolment and update requests. These efforts aim to introduce predictability and reliability in request processing while addressing the technical debt accumulated over the last decade of operations. The upgrade also aligns the platform with cloud-native design principles, improving scalability, maintainability, and performance.





In collaboration with industry partners, UIDAI has developed an AI-powered voice bot to collect feedback on the enrolment and update process and issue real-time alerts to residents in potential fraud scenarios. While still in its early stages, this solution demonstrates strong potential to foster a safe, transparent, and corruption-free ecosystem.

8.1.4 Innovation: As part of enhancing digital access, UIDAI is working with MOSIP to introduce a seamless Aadhaar Login feature using the eSignet module. Built on the OpenID Connect protocol, this will allow users to log in to websites using Aadhaar-based authentication through OTP or biometrics like fingerprint or face. This reduces dependency on multiple credentials and enables a more secure and convenient login experience. Only user-consented data will be shared with the service provider, ensuring privacy and control.

UIDAI, in collaboration with IIT-Bombay, is developing a contactless fingerprint capture solution using mobile phone cameras. This innovation aims to enable biometric authentication without any physical touch, ensuring hygiene and convenience. The project focuses on features like liveness detection and high-quality image capture, and is currently in the Proof of Concept (PoC) stage. Eventually, the solution will be integrated into the Aadhaar mobile app via an SDK to expand accessibility.

SITAA (Scheme for Innovation and Technology Association with Aadhaar): UIDAI is in the process to launch a program called SITAA to promote innovation and entrepreneurship around Aadhaar. Through strategic partnerships, the scheme aims to support startups and academic institutions in building solutions for identity using AI and emerging technologies. With a goal to support at least 50 startups over five years, SITAA shall offer

funding, incubation, and technical support for fostering a vibrant ecosystem around ID Tech.

8.2 TECHNOLOGY OPERATIONS

8.2.1 Authentication Track: With recent amendments to the SWIK rules, UIDAI has expanded onboarding to include entities beyond government organizations. This inclusive move is expected to drive higher transaction volumes and a broader range of users. To meet this growing demand, UIDAI is enhancing its authentication infrastructure, doubling capacity from 10 crore to 20 crore transactions per day per Data Centre. The upgrade includes critical hardware enhancements such as application servers, storage systems, network equipment, and security modules. These improvements are essential to ensure the system remains secure, resilient, and high-performing in a more diverse and high-volume ecosystem.

8.2.2 Biometrics Track: As UIDAI moves towards strengthening India's identity infrastructure, the cornerstone of its future biometric roadmap is the development of its own ABIS (Aadhaar Biometric Identification System) - a fully indigenous, AI/ML-powered biometric deduplication engine. Designed to handle a gallery size of 2 billion records with industry-leading precision, ABIS reflects UIDAI's long-term vision for self-reliance, scalability and intelligence in identity management. The system aims to deliver high-speed deduplication and fraud detection making it a foundational layer for the next generation of Aadhaar-based services.

The ABIS ecosystem is being built with several specialized modules to enhance biometric accuracy and integrity across all modalities, i.e., fingerprint, face and iris. Key innovations include deep learning-based fingerprint segmentation, quality assessment and liveness detection.



Ultimately, ABIS is not just a technological upgrade but a strategic shift toward a resilient, future-ready biometric backbone.

8.2.3 Operations Track: UIDAI is currently in the process of obtaining Tier III certification for Design & Facility from Uptime Institute at both Bengaluru & Manesar Data Centers. UIDAI is also working on establishing a third, geographically proximate Data Center (near-DC) for faster recovery operations and to enhance redundancy, resilience & business continuity. Together, these initiatives represent a significant step toward building a robust, scalable, and resilient IT infrastructure aligned with global best practices in Data Center operations and business continuity planning.

In addition, Operations track is undertaking Strategic upgrades of UIDAI's Private Cloud Infra to boost cloud performance, scalability, and reliability. With respect to OpenStack environment, advancing from Ussuri to Yoga, with an upgrade of Ubuntu to Jammy (22.04) for better performance, stability & security. For the containerized workloads, Kubernetes upgrade to v1.31 is planned for improved container orchestration, networking, and security

Upgrade of UIDAI's Software Defined Storage, Ceph from Octopus to Quincy is in process to enhance data placement, scalability, and recovery speed. Similarly, deploying Jaeger for distributed tracing and upgrade of Elastic Stack to 8.17.x with LogsDB index mode for faster & lighter log management.

UIDAI is in the process of building a GPU-powered platform to support AI and High-Performance Computing workloads like in-house AI/ML models for N:N de-duplication, development of indigenous ABIS etc.

These planned upgrades will equip UIDAI with a more robust, secure, and future-ready

infrastructure to meet growing digital identity demands.

8.3 AUTHENTICATION DIVISION

8.3.1 Onboarding of entities other than Ministry/Department of Central Government or States Government for Good Governance:

MeitY has amended the Aadhaar Authentication for Good Governance (Social Welfare, Innovation, Knowledge -SWIK) Rules, 2020, w.e.f., 31.01.2025, so that entities other than the Ministry or Department, desirous of utilizing Aadhaar authentication for a purpose specified in the interest of State, thereby "promoting ease of living of residents and enabling better access to services for them" may be requesting for onboarding with UIDAI on SWIK Web Portal. Through this initiative UIDAI has focussed to enhance in onboarding of non-government entities under Section 4(4)(b)(ii) of Aadhaar Act, 2016, for Good Governance.

8.3.2 Onboarding of States & District Co-operative Banks to enables in Aadhaar Enabled Payment System (AePS):

The integration of States & District Cooperative Banks and Regional Rural Banks (RRBs) into Aadhaar Enabled Payment System (AePS) is aligned with the Government of India's goal of achieving universal financial inclusion. To achieve this goal of Government of India UIDAI in corporate with Ministry of Cooperation, NPCI & NABARD, framed a policy to institutionalize the process for the inclusion of States & District Cooperative Banks and Regional Rural Banks (RRBs) in AePS. The objective is to enable these institutions to leverage Aadhaar-based authentication services—including e-KYC and AePS for the delivery of customer onboarding and delivery of financial service through secure, efficient, and transparent means, especially to rural and underserved populations

8.3.3 Development of a unified application with Aadhaar-enabled e-KYC authentication platform for authentication of beneficiaries eligible under various Central and States schemes and services: UIDAI in collaboration with NIC plan for developing a plug-and-play mobile-based unified application which will provide Aadhaar-enabled beneficiary authentication / e-KYC transaction platform. This app will help to streamline beneficiary verification for Central and State Government

schemes and services. It is planned that the app will operate under the NIC AUA/ASA framework and will support face authentication. The said platform will be available as a single mobile app (Android & iOS) and will have a scalable design to support multiple government schemes/ services.

8.3.4 Audit Framework: UIDAI is planning to revise existing audit checklists for onboarding of entities. Proposed revised checklist is given below -:

| Particulars | Existing Checklist | Proposed checklist |
|--------------------------------------|--------------------|-------------------------------|
| On-boarding Audit | 127 controls | 77 controls + 37 undertakings |
| Sub-AUA/Sub-KUA | 111 controls | 58 controls + 24 undertakings |
| ASA - Pre-onboarding (New checklist) | -- | 60 controls |
| ASA – onboarding | 87 controls | 102 controls |

After revision in audit checklists, onboarding of entities will be done in much less time as previous

8.3.5 Allocation of additional AUA Code to e-Sign Service Providers (ESPs) for performing transactions with Government Entities:

- Ministry of Electronics and Information Technology (MeitY) has been actively promoting the adoption of digital signatures and e-Signatures for various government and business transactions to enhance efficiency and security. In view of this, Office of Controller of Certifying Authorities (CCA), MeitY, issued circular F.No.12(04)/2014-CCA(pt.5) dated 07.07.2020. This circular intimated all licensed Certifying Authorities (CAs), also referred to as e-Sign Service Providers (ESPs), to use Aadhaar authentication for e-Sign as permitted under Section 4(4)(b)(i) of the Aadhaar Act, 2016.

As on 31.03.2025, UIDAI has onboarded eight (8)

CAs as AUA/KUA in Aadhaar ecosystem. These CAs are providing e-Sign services to various government and private organisations either by using their own AUA Code or by Additional AUA Code provided basis the request received from the various government departments in this regard.

Further, in terms of clause (c) of sub-regulation (3) of regulation 3 of the Aadhaar (Payment of Fees for Performance of Authentication) Regulations, 2023, no fee shall be chargeable in respect of use of Authentication facility by or on behalf of the Central Government, any State Government or the Authority. Maximum of the Government entities are utilizing e-KYC based e-Sign services of these CAs. However, it is getting challenging with existing system in place due to the reasons as follows:

1. Allocating a separate AUA code and a license key for each government entity availing e-Sign services under a respective CA, resulting



multiple AUA codes and license keys with single CCA entity.

2. No direct visibility on the transactions performed by these Government entities. UIDAI is entirely dependent on the CAs to provide monthly transaction details for these government entities, which is crucial for granting fee exemptions for authentication performance.

In this connection, and to enhance transparency, improve visibility, and streamline the process of managing transactions with government entities, UIDAI plan to allocate an additional AUA/KUA code and a license key to each CA, in addition to their existing AUA/KUA code, specifically for performing e-Sign transactions on behalf of Government entities. This will be subject to the respective CA implementing a unique identifier in the transaction ID for each government entity. This would enable UIDAI backend to segregate entity-specific use cases while generating BI/Billing reports based on the transaction ID passed by the requesting entity.

8.3.6 Implementation of ERP system in onboarding process under Aadhaar Authentication Ecosystem: At present onboarding process of entity on UIDAI ecosystem including monitoring of Status of Application, License Fee, Bank Guarantee etc are done manually. Which is not only time consuming but also inefficient as there is never a real time monitoring of the status of received of application, nor there is dashboard to view status of received application. Hence, to streamline and enhance the onboarding process appropriately for applications, a centralized and automated onboarding process the A&V Division is planning to be implemented through online software solution/web portal.

After implementation it is aimed to achieve the following objectives: -

- ▶ To enable a unique platform for submission of onboarding applications and view its status to the applicant
- ▶ To reduce turnaround time of application processing and expedite the overall process to faster degree
- ▶ To aid in monitoring and tracking of application cases under various stages
- ▶ To facilitate prompt resolution in instances of queries / grievances
- ▶ To reduce dependency on manual based tracking systems and resources involved in onboarding process which can be accessed anytime and anywhere by the applicant and UIDAI
- ▶ To integrate and streamline audit report submission and review processes under the same
- ▶ Real time data visualization vide interactive dashboard and analyses related to onboarding processes

8.3.7 Launching an AI-Enabled Chatbot for Authentication Ecosystem (AUAs/KUAs)

Support and Onboarding: - As the number of prospective and existing AUAs/KUAs grows, so does the demand for timely, consistent, and scalable engagement from UIDAI. At present, the onboarding process and query resolution for partners—especially new entrants—requires significant manual intervention and coordination from the Authentication Division. This may result in delays, information gaps, and increased operational overhead. To address this growing need and enhance the onboarding and support experience for both prospective and existing ecosystem partners, UIDAI planned to launch an AI-enabled chatbot dedicated to the Authentication Ecosystem.

This chatbot will:

1. Provide step-by-step guidance on the onboarding process for AUAs/KUAs and Sub-AUAs.
2. Address frequently asked questions related to compliance, documentation, integration requirements, testing, SLAs, and policy guidelines.
3. Facilitate self-service for partners post-onboarding by offering assistance on service-related queries, technical troubleshooting, escalation protocols, etc.
4. Be integrated into UIDAI's official portals and partner-facing systems to ensure easy access and usability.
5. Be trained continuously using anonymized historical queries and evolving policy and technical guidelines to stay relevant and accurate.

8.4 HUMAN RESOURCE DIVISION

8.4.1 Delegation of Administrative Powers

: To enhance operational efficiency and streamline decision-making processes, the Human Resource Division is focusing on the structured delegation of administrative powers. This initiative aims to empower regional and departmental heads with defined administrative authorities, thereby reducing dependencies on

the central office for routine approvals.

8.4.2 Trainings : The Human Resource Division continues to promote a culture of learning by actively encouraging employees to participate in relevant training programs. Various initiatives, including awareness drives, regular communications, and structured nominations, have been undertaken to ensure higher engagement and skill enhancement across all levels. As part of this commitment, all government employees have now been successfully onboarded onto the iGOT (Integrated Government Online Training) platform under the Government of India's Mission Karmayogi. Moving forward, the focus will be on increasing the uptake of training modules available on the platform, with an emphasis on key areas such as behavioral competencies, functional skills, and domain knowledge.

8.4.3 Centralized Access and Privileges Monitoring System (CAPS)

: UIDAI, in collaboration with the National Informatics Centre (NIC), is actively developing a Centralized Access and Privileges Monitoring System (CAPS). This system is being designed to standardize and digitize the onboarding and deboarding processes for all personnel engaged with UIDAI, including officers on deputation, contractual staff, and other resources engaged in technical, clerical, and quality-related roles.



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. Section 25 of the Aadhaar Act (as amended) stipulated 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.”*

9.1.2 In accordance with the aforesaid provisions, a fund namely, “UIDAI Fund’ has been constituted for ensuring the financial autonomy of UIDAI.

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 2024-25 can be seen at Table 12 and summary of Budget and Expenditure for Financial Year 2024-25 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 The Budget Estimates (BE) and Revised Estimates (RE) of the UIDAI for the financial year 2024-25 are both ₹ 600.00 crore. The total Grant of ₹ 600.00 crore have been spent during 2024-25. However, to meet the committed liabilities of UIDAI, an additional expenditure of ₹ 686.36 crore was made from the UIDAI receipts.

9.2.3 Budget Estimates (BE) of ₹ 600.00 Crore has been approved for the financial year 2025-26.

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, Grants are received through TSA System in UIDAI’s Account in RBI.

Table-12 – Details of Expenditure booked against Budget Estimates / Revised Estimates 2015-16 to 2024-25

| 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* |
| 2024-25 | 600.00 | 600.00 | 1286.36* |

@ 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.

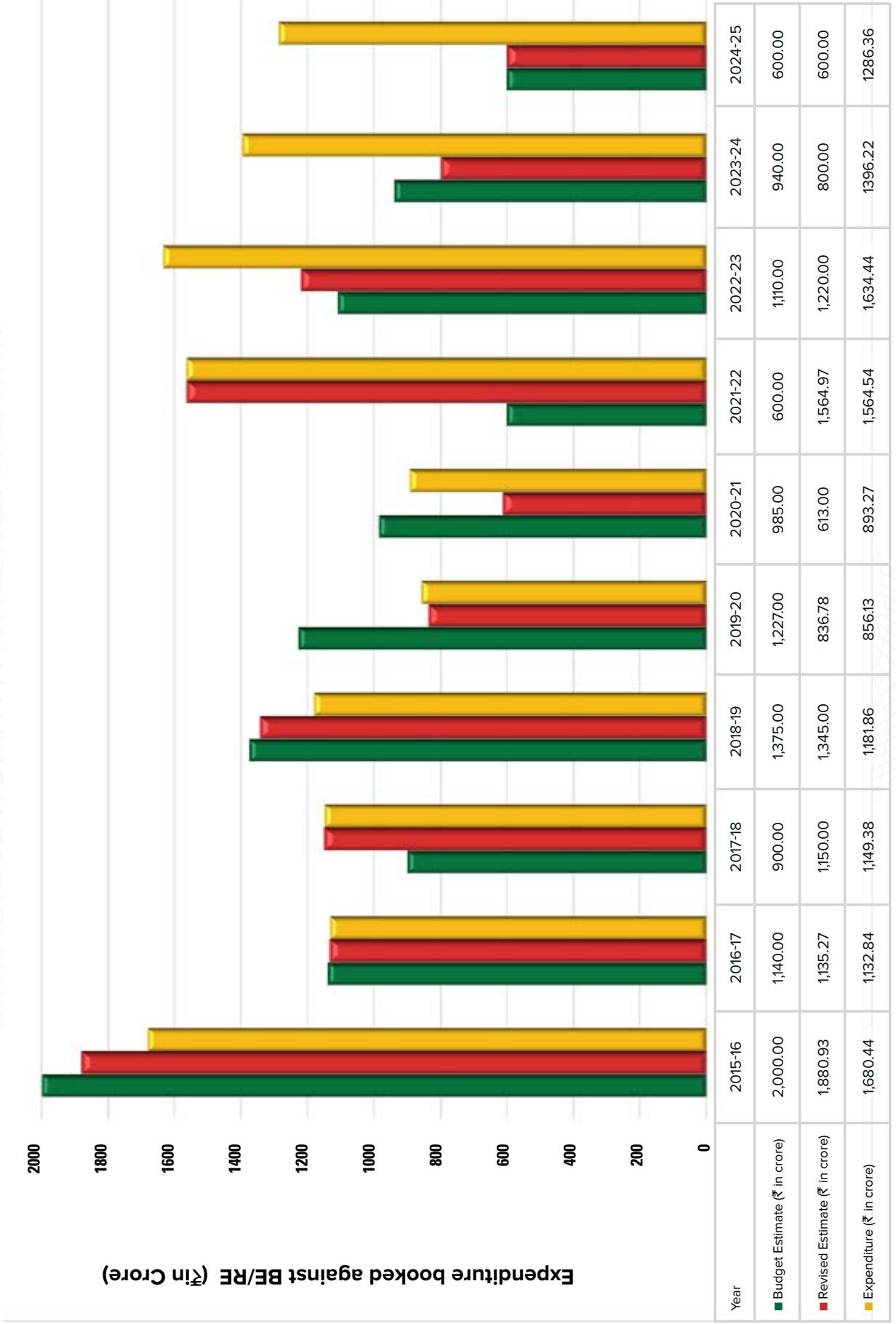
* Excess expenditure met from UIDAI fund.

Table-13 - Summary of Budget and Expenditure for Financial Year 2024-25

| Grant Head | BE 2024-25 (₹ in Crore) | RE 2024-25 (₹ in Crore) | Expenditure Upto 31.03.2025 (₹ in Crore) |
|---------------------------------|----------------------------|----------------------------|--|
| (1) | (2) | (3) | (4) |
| Grant-in-Aid General | 417.00 | 417.00 | 1047.85 |
| Grant-in-Aid for Capital Assets | 122.90 | 122.90 | 176.86 |
| Grant -in-Aid Salaries | 60.10 | 60.10 | 61.65 |
| Total Grant -in-Aid | 600.00 | 600.00 | 1286.36* |

* Excess expenditure met from UIDAI fund.

Graph 14 – Details of Expenditure booked against BE/RE 2015-16 to 2024-25



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)

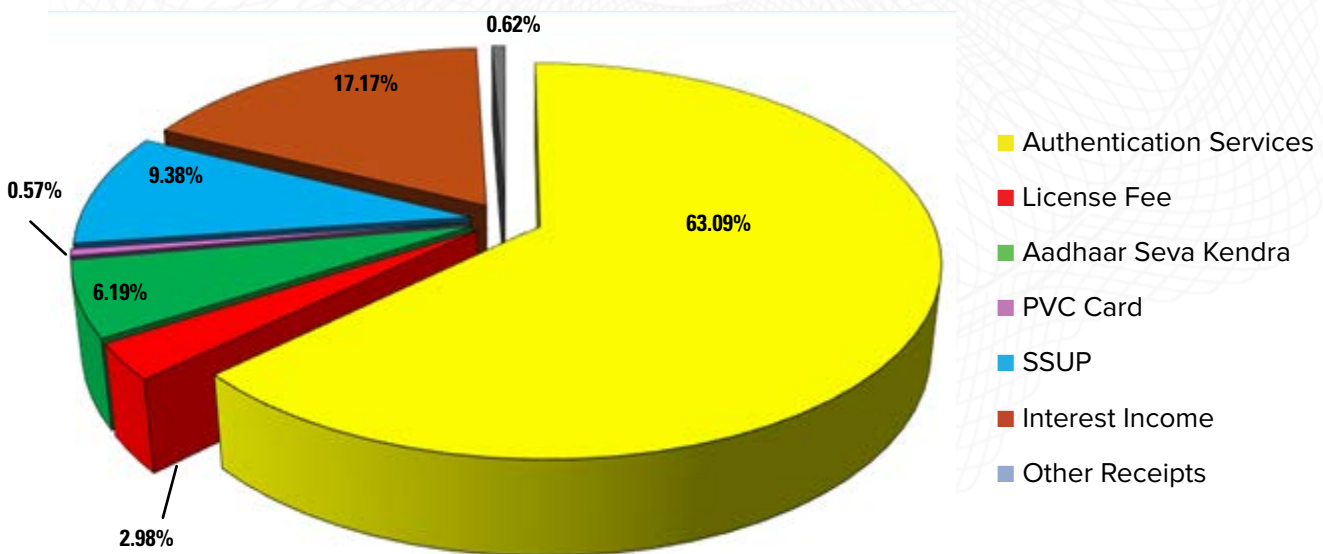
- ▶ License Fees charges from the AUA/ KUA/ASA
- ▶ Enrolment and Update Services (through UIDAI own Aadhaar Seva Kendras)
- ▶ Self Service Update Portal
- ▶ PVC Card Service

A portion of the above receipts from services are kept in interest bearing account. Receipt's from various services in the year 2024-25 is given at Table 14.

Table-14 - Details of Receipts from Services for the FY 2024-25

| 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) |
|---------|--------------------------------------|--------------------------|----------------------------------|-----------------------|-------------------|--------------------------------|-----------------------------|--------------------|
| 2024-25 | 709.79 | 33.47 | 69.68 | 6.46 | 105.48 | 193.11 | 6.99 | 1124.98 |

Graph 15 – Details of Receipts from Services for the FY 2024-25





10. AUDITED ACCOUNTS OF UIDAI FOR THE YEAR 2024-25

Opinion of the Comptroller & Auditor General of India on the Accounts of Unique Identification Authority of India (UIDAI) for the year ended 31st March 2025

Opinion

We have audited the financial statements of Unique Identification Authority of India (UIDAI) which comprise the statement of financial position as at 31st March 2025 and the Income & Expenditure Account and Receipts & Payment Account for the year then ended 31st March 2025, and notes to the financial statements, including a summary of significant accounting policies under Section 19(2) of the Comptroller & Auditor General's (Duties, Powers & Conditions of Service) Act, 1971 read with Section 26(2) of The Aadhaar (Targeted Delivery of Financial and Others Subsidies, Benefits & Services) Act, 2016 (Aadhaar Act, 2016), the Aadhaar and other Laws (Amendment), Ordinance, 2019 (2 March 2019). These financial statements include the accounts of units/branches of the UIDAI

This Audit Report contains the comments of the Comptroller & Auditor General of India (CAG) on the accounting treatment only with regard to classification, conformity with the best accounting practices, accounting standards, disclosure norms, etc. Audit observations on financial transactions regarding compliance with the Law, Rules and Regulations (Propriety & Regularity) and efficiency cum performance aspects, etc., if any, are reported through inspection reports/ CAG's audit reports separately.

In our opinion, the accompanying financial statements of UIDAI, read together with the accounting policies and Notes thereon and matters mentioned in the Separate Audit Report, which follows, give a true and fair view of the

financial position of the UIDAI as at March 31, 2025, and of its performance and its cash flows for the year then ended in accordance with uniform format of accounts/format applicable to the Unique Identification Authority of India (UIDAI).

Basis for Opinion

We conducted our audit in accordance with the CAG's auditing regulations/ standards/ manuals/ guidelines/ guidance-notes/ orders/ circulars etc. Our responsibilities are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the autonomous body in accordance with ethical requirements that are relevant to our audit of the financial statements, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Management for the financial statements

Unique Identification Authority of India is responsible for the preparation and fair presentation of the financial statements in accordance with format applicable to Autonomous Body/ accounting standards generally accepted in India and for internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion in accordance with CAG's auditing regulations/ standards/ manuals/ guidelines/

guidance-notes/ orders/ circulars etc. .

-Sd-

**For and on behalf of the CAG of India
Principal Director of Audit
(Finance and Communications)**

Place: Delhi
Date: 31.10.2025



Separate Audit Report on the accounts of Unique Identification Authority of India (UIDAI) for the year ended on 31st March 2025:

A. Balance Sheet

Current Liabilities and Provisions (Schedule 7)-Rs.336.11 crore

The above head does not include an amount of Rs. 0.74 crore on account of TDS to be deducted on the provisions made in respect of three transactions pertaining to the vendors. This has resulted in an understatement of statutory TDS liabilities and overstatement of payables/ expenditure to the same extent

B. General Comment

UIDAI has netted off income on account of reversal of provisions from the head prior period expenses. When there exists a separate head for prior period income, there is no rationale of netting off the income and expenses. Also this is in contravention of Accounting Policy no 7.3. This has resulted in understatement of prior period expenses and prior period income by an amount of Rs. 27.75 crore.

C. Management Letter

Deficiencies which have not been included in this Separate Audit Report will be brought to the notice of the management through a Management Letter separately for remedial/ corrective action.

D. Assessment of Internal Controls:

(i) Adequacy of Internal Control System:

Internal control system is designed to provide a reasonable assurance of fulfilling accountability obligations, complying with laws and rules, orderly conduct of operations in an ethical, economical, efficient and effective manner and safeguarding of assets against losses. The internal control system of UIDAI is not found

adequate as it was seen that Audit Trail feature was absent in the accounting software. It was observed that the accounting software Tally used by UIDAI does not have an Audit Trail (edit log) facility. The absence of an audit trail limits the ability to trace alterations in financial data, thereby reducing transparency and weakening internal controls over financial reporting. This may increase the risk of undetected errors or irregularities.

(ii) Adequacy of Internal Audit System:

Internal audit/inspection of accounts should be conducted at regular intervals to provide assurance on the adequacy and effectiveness of internal control systems. Timely internal audit is an essential control mechanism to detect irregularities, ensure compliance with statutory requirements, and safeguard public funds. The internal audit of the Head Office was conducted only up to July 2023, and no subsequent audit has been carried out till the date of audit.

(lii) System of Physical verification of fixed assets:

The Physical Verification of Assets of UIDAI HO for the year 2024-25 was done during April 2025. However, Audit observed that the Fixed Assets Register for IT and Non IT assets is not maintained in the format prescribed under GFR. Specifically, key details such as the cost of assets and supplier information & date of procurement were not available for all the entries in the register. This non-compliance with standard documentation formats undermines the effectiveness of internal controls.

It is recommended that the Fixed Assets Register be maintained in compliance with the

prescribed format. Additionally, the total cost of assets recorded in the register should be reconciled with Schedule 8 (Fixed Assets) of the financial statements to ensure accuracy and completeness.

(iv) System of Physical verification of inventory:

There is no inventory as per financial statements.

(v) Regularity in payment of statutory dues:

Audit observed that statutory liability were being discharged timely

E. Grants in aid

Out of the Grants-in-aid of Rs. 600 crores received during the year, the organisation has utilised whole amount of grant as on 31st March, 2025.

-Sd-

Principal Director of Audit

(Finance and Communication)

Place: Delhi

Date: 31.10.2025



FORM - A
BALANCE SHEET AS ON 31st MARCH 2025

(Amount in ₹)

| S.No. | Particulars | Schedule | Current Year | Previous Year |
|-------|--|----------|---------------------------|---------------------------|
| | Liabilities | | | |
| 1 | Corpus/ Capital Fund | 1 | 14,88,56,69,229.83 | 14,15,77,55,929.74 |
| 2 | UIDAI Fund | 1A | 23,02,96,61,640.45 | 18,15,79,93,293.14 |
| 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 | 3,36,10,51,318.47 | 4,38,69,55,981.27 |
| | Total | | 41,27,63,82,188.75 | 36,70,27,05,204.15 |
| | Assets | | | |
| 1 | Fixed Assets | 8 | 10,36,66,07,816.63 | 11,26,02,23,049.76 |
| 2 | Investments – from Earmarked/ Endowment Funds | 9 | - | - |
| 3 | Investments-Others | 10 | - | - |
| 4 | Current Assets, Loans, Advances etc. | 11 | 30,90,97,74,372.12 | 25,44,24,82,154.39 |
| 5 | Miscellaneous Expenditure(to the extent not written off or adjusted) | | | |
| | Total | | 41,27,63,82,188.75 | 36,70,27,05,204.15 |
| | 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: 30th June 2025

Place: New Delhi



FORM - B
INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED
31st MARCH 2025

(Amount in ₹)

| S.No. | Particulars | Schedule | Current Year | Previous Year |
|-------|---|----------|---------------------------|---------------------------|
| | Income | | | |
| 1 | Income from Services | 12 | 9,40,02,18,979.81 | 8,27,17,86,091.41 |
| 2 | Grants/Subsidies | 13 | 4,77,10,00,000.00 | 6,54,21,00,000.00 |
| 3 | Fees/Subscriptions | 14 | 33,47,18,255.84 | 33,94,55,782.00 |
| 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 | 1,93,10,40,053.36 | 1,45,40,63,934.00 |
| 7 | Other Income | 18 | 6,98,84,430.82 | 3,56,29,639.92 |
| 8 | Increase/(decrease) in stock of Finished goods and works-in-progress | 19 | - | - |
| | Total (A) | | 16,50,68,61,719.83 | 16,64,30,35,447.33 |
| | Expenditure | | | |
| 1 | Establishment Expenses | 20 | 65,69,31,797.32 | 66,81,13,088.36 |
| 2 | Other Administrative Expenses etc. | 21 | 85,57,66,410.98 | 66,79,29,796.66 |
| 3 | Operational Expenses | 22 | 8,68,53,28,205.16 | 9,09,84,24,663.66 |
| 4 | Expenditure on Grants, Subsidies etc. | 23 | - | - |
| 5 | Interest | 24 | - | - |
| 6 | Depreciation (Net Total at the year-end – corresponding to Schedule 8) | | 1,92,52,36,118.42 | 1,46,22,44,074.77 |
| | Total (B) | | 12,12,32,62,531.88 | 11,89,67,11,623.45 |
| | Balance being excess of Income over Expenditure (C)=(A-B) | | 4,38,35,99,187.95 | 4,74,63,23,823.88 |
| | Prior Period Expenses (D) | | 3,64,97,372.72 | (34,28,75,749.53) |
| | Prior Period Income (E) | | (45,08,545.78) | 6,99,59,845.14 |
| | Other Prior Period Adjustments (F) | | - | - |

| S.No. | Particulars | Schedule | Current Year | Previous Year |
|-------|---|----------|----------------------------|----------------------------|
| | Transfer to UIDAI Fund (G) | | 11,73,58,61,719.83 | 10,10,09,35,447.33 |
| | Transfer to Special Reserve (Specify each) | | - | - |
| | Transfer to / from General Reserve | | - | - |
| | BALANCE BEING SURPLUS/ (DEFICIT) CARRIED TO CORPUS (H) | | (7,39,32,68,450.38) | (4,94,17,76,028.78) |
| | H=(C-D+E+F-G) | | | |
| | 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: 30th June 2025

Place: New Delhi



FORM - C
RECEIPT AND PAYMENT ACCOUNT FOR THE YEAR ENDED
31st MARCH 2025

(Amount in ₹)

| S.No. | Particulars | Current Year | Previous Year |
|-------|---|--------------------|--------------------|
| | Receipts | | |
| 1 | Opening Balances | | |
| | a. Cash in Hand | 36,91,803.00 | 42,36,914.00 |
| | b. Bank Balance | | |
| | 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. Saving Accounts | - | - |
| | iv. Other Adjustments | - | - |
| 2 | Grants/ Subsidies Received | | |
| | a. From Government of India | | |
| | i. Grants-in-aid: General | 4,17,00,00,000.00 | 5,86,08,00,000.00 |
| | ii. Grants-in-aid: Salaries | 60,10,00,000.00 | 68,13,00,000.00 |
| | iii. Grants-in-aid: Capital | 1,22,90,00,000.00 | 1,45,79,00,000.00 |
| | b. From State Government | - | - |
| | c. From Other Sources (Details) (Grants for Capital and Revenue Expenditure to be shown separately) | - | - |
| 3 | Income from Services | 9,83,66,65,075.19 | 10,01,87,44,498.84 |
| 4 | Inflow from Investment | | |
| | a. Earmarked/Endowment Funds | - | - |
| | b. Own Funds (Other investments) | 21,70,38,24,235.41 | 20,34,96,90,163.18 |
| 5 | Interest Received | | |
| | a. On Bank deposits | 1,63,06,97,616.00 | 66,88,01,754.00 |
| | b. Loans, advances etc. | 16,71,632.18 | 15,28,205.00 |
| | c. Others | 13,34,60,511.83 | 48,71,048.00 |
| 6 | Other Income (Tender Fee, RTI Fee etc.) | 9,241.00 | 7,000.00 |

| 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 | 1,42,00,189.88 | 4,15,16,029.00 |
| | d. Refund of advances | | |
| | i. HBA | - | - |
| | ii. Car Advance | - | - |
| | iii. Motor Cycle/Scooter Advance | - | - |
| | iv. Computer Advance | - | - |
| | v. Other Advances | 2,30,783.00 | 4,95,418.20 |
| | vi. LTC | 10,03,498.00 | 3,66,976.00 |
| | vii. General Office Expenses | 10,06,598.48 | 5,19,552.57 |
| | e. Income Tax | 19,37,13,345.17 | 10,82,45,542.00 |
| | f. Service Tax | - | - |
| | g. Miscellaneous Receipts | 22,421.01 | 12,473.37 |
| | h. GST / TDS | 44,60,58,833.70 | 39,25,87,508.51 |
| | i. Advances refunded by State Authorities | 2,56,50,105.81 | 8,96,01,252.83 |
| | j. Advances refunded by Contractors | - | 10,15,53,359.00 |
| | k. Other Receipts | 12,54,818.00 | 3,86,80,042.92 |
| | l. Penalties and Liquidity Damages | - | - |
| | m. Sale of Scrap | 59,584.96 | 7,16,900.19 |
| | n. Funds received by Regional Offices | 2,73,76,43,932.29 | 2,32,67,00,931.36 |
| | o. With held Amount of Vendors | - | - |
| | p. Advance Received from Debtors | - | - |
| | Total | 63,23,27,62,595.07 | 57,58,30,65,584.90 |
| | Payments | | |
| 1 | Establishment expenses | 47,39,27,046.50 | 47,83,21,088.96 |
| 2 | Other Administrative Expenses | 93,64,74,762.26 | 73,06,45,160.95 |



| S.No. | Particulars | Current Year | Previous Year |
|-------|--|--------------------|--------------------|
| 3 | Operational Expenses | 8,59,26,64,979.37 | 7,86,38,34,685.60 |
| 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) | 21,73,31,52,485.28 | 20,11,94,71,767.18 |
| 6 | Expenditure on Fixed Assets & Capital Work-in-Progress | | |
| | a. Purchase of fixed Assets | 1,13,31,76,764.65 | 2,82,84,11,230.48 |
| | b. Expenditure on Capital Work-in-progress | 58,74,912.00 | 39,99,63,849.00 |
| 7 | Refund of surplus money/Loans | | |
| | a. To the Government of India | 9,85,26,296.00 | 1,05,09,103.00 |
| | b. To the State Government | - | - |
| | c. To other providers of funds | - | - |
| 8 | Finance Charges (Interest) | - | - |
| 9 | Other Payments (Specify) | | |
| | a. NPS | 4,15,21,140.00 | 3,28,48,598.00 |
| | b. Leave Salary Pension Contribution | 5,04,82,657.00 | 11,48,88,599.00 |
| | c. Security/ Earnest money deposit | 61,00,033.00 | 3,69,77,000.00 |
| | d. Advances | | |
| | i. HBA | - | - |
| | ii. Car Advance | - | - |
| | iii. Motor Cycle/Scooter Advance | - | - |
| | iv. Computer Advance | - | - |
| | v. Other Advance | 31,41,079.60 | 72,84,986.00 |
| | vi. General office expenses | 49,67,907.00 | 31,93,063.00 |
| | vii. LTC | 28,62,404.00 | 29,00,780.00 |
| | viii. State Authorities | 85,70,90,000.00 | 96,70,05,748.00 |
| | e. Income Tax | - | - |
| | f. Service Tax | - | - |
| | g. Miscellaneous Payments | - | - |
| | h. GST/TDS | 40,91,60,714.68 | 42,63,76,901.81 |

| S.No. | Particulars | Current Year | Previous Year |
|-------|--|---------------------------|---------------------------|
| | i. Advances to Contractors | 83,26,81,587.94 | 71,63,09,785.64 |
| | 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 | 9,00,784.00 | 55,57,091.76 |
| | 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 | 1,19,66,051.60 | 62,75,042.00 |
| | x. Funds transferred to Regional Offices | 2,73,68,64,327.29 | 2,32,67,00,931.36 |
| 10 | Closing Balances | | |
| | a. Cash in Hand | 45,16,541.00 | 36,91,803.00 |
| | b. Bank Balances | | |
| | i. In Current Accounts | 31,74,13,071.21 | 20,69,98,593.70 |
| | ii. In Deposit Accounts | 20,32,18,09,432.69 | 20,29,48,99,776.46 |
| | iii. Savings Accounts | 4,65,74,87,618.00 | - |
| | Total | 63,23,27,62,595.07 | 57,58,30,65,584.90 |

Note:- The amount shown under head 4b of receipts and 5b of payment is actually the auto sweep/fixed deposit of funds above a minimum threshold limit in current account. The net effect of sweep in/out /fixed deposit 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: 30th June 2025
Place: New Delhi



SCHEDULE 1 – CORPUS/CAPITAL FUND
FORMING PART OF BALANCE SHEET AS ON 31st MARCH 2025

(Amount in ₹)

| S.No. | Particulars | Current Year | Previous Year |
|-------|--|---------------------------|---------------------------|
| 1 | Balance as at the beginning of the year | 14,15,77,55,929.74 | 7,50,76,70,875.12 |
| 2 | Add : Contributions towards Corpus/Capital Fund | 1,22,90,00,000.00 | 1,45,79,00,000.00 |
| 3 | Add/ (Deduct) : Balance of net income/ (expenditure) transferred from the Income and Expenditure Account | (7,39,32,68,450.38) | (4,94,17,76,028.78) |
| 4 | Add / (Less) :Previous year Liability transferred to/ from Corpus | 6,89,21,81,750.47 | 10,13,39,61,083.40 |
| | Balance as at the year- end | 14,88,56,69,229.83 | 14,15,77,55,929.74 |

Sd/-
Director (Accounts)

Sd/-
Deputy Director General

SCHEDULE 1A – UIDAI FUND
FORMING PART OF BALANCE SHEET AS ON 31st MARCH 2025

(Amount in ₹)

| S.No. | Particulars | Current Year | Previous Year |
|-------|--|---------------------------|---------------------------|
| 1 | Balance as at the beginning of the year | 18,15,79,93,293.14 | 18,16,33,60,726.92 |
| 2 | Add/(Deduct) : Net Surplus Grant and own income generated by UIDAI Transferred from the Income & Expenditure Account | 11,73,58,61,719.83 | 10,10,09,35,447.33 |
| 3 | Add / (Less) :Adjustment from/to UIDAI Fund | (6,86,41,93,372.52) | (10,10,63,02,881.11) |
| | Balance as at the year- end | 23,02,96,61,640.45 | 18,15,79,93,293.14 |

Sd/-
Director (Accounts)

Sd/-
Deputy Director General



SCHEDULE 2 – RESERVES AND SURPLUS
FORMING PART OF BALANCE SHEET AS ON 31st MARCH 2025

(Amount in ₹)

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

Sd/-
Director (Accounts)

Sd/-
Deputy Director General

**SCHEDULE 3 – EARMARKED/ENDOWMENT FUNDS
FORMING PART OF BALANCE SHEET AS ON 31st MARCH 2025**

(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 | | | | | | |
| | Total (2) | | | | | | |



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

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 31st MARCH 2025**

(Amount in ₹)

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

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 31st MARCH 2025**

(Amount in ₹)

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

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 31st MARCH 2025**

(Amount in ₹)

| S.No. | Particulars | Current Year | Previous Year |
|-------|--|--------------|---------------|
| 1 | Acceptances secured by hypothecation of capital equipment and other assets | | |
| 2 | Others | | |
| | Total | | |

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 31st MARCH 2025

(Amount in ₹)

| S. No. | Particulars | Current Year | Current Year | Previous Year | Previous Year |
|--------|---|-------------------|-----------------|-------------------|-------------------|
| | Current Liabilities | | | | |
| 1 | Acceptances | - | - | - | - |
| 2 | Sundry Creditors | | | | |
| | a. For Goods & Services | - | 93,68,06,831.52 | - | 1,04,57,23,038.01 |
| | b. Others | - | 24,17,67,347.92 | - | 30,76,39,693.05 |
| 3 | Advances Received | - | 15,06,68,356.17 | - | 34,78,34,015.56 |
| 4 | Interest accrued but not due on: | | | | |
| | a. Secured Loans/borrowings | - | - | - | - |
| | b. Unsecured Loans/borrowings | - | - | - | - |
| 5 | Statutory Liabilities | | | | |
| | a. Overdue | - | - | - | - |
| | b. Others | - | 6,17,98,571.63 | - | 5,41,60,949.46 |
| 6 | Other current Liabilities | | | | |
| a. | Grant- Capital Creation | | | | |
| | Opening Balance | - | - | - | - |
| | Add: Grant Received during the year | 1,22,90,00,000.00 | - | 1,45,79,00,000.00 | - |
| | Less: Grant Utilised during the year | 1,22,90,00,000.00 | - | 1,45,79,00,000.00 | - |
| | | - | - | - | - |
| | Less: Transferred to Corpus | - | - | - | - |
| | | - | - | - | - |
| | Less: Transferred to/from UIDAI Fund/CFI | - | - | - | - |
| | | - | - | - | - |
| b. | Grant- Salary | - | - | - | - |
| | Opening Balance | - | - | - | - |
| | Grant Received during the year | 60,10,00,000.00 | - | 68,13,00,000.00 | - |
| | Less: Revenue grant transferred to Income | 60,10,00,000.00 | - | 68,13,00,000.00 | - |
| | | - | - | - | - |
| | Less: Transferred to UIDAI Fund | - | - | - | - |
| | | - | - | - | - |



| S. No. | Particulars | Current Year | Current Year | Previous Year | Previous Year |
|-----------|--|-------------------|--------------------------|-------------------|--------------------------|
| | Less: Transferred to CFI | - | - | - | - |
| | | - | - | - | - |
| c. | Grant- General | - | - | - | - |
| | Opening Balance | - | - | - | - |
| | Grant Received during the year | 4,17,00,00,000.00 | - | 5,86,08,00,000.00 | - |
| | Less: Revenue grant transferred to Income | 4,17,00,00,000.00 | - | 5,86,08,00,000.00 | - |
| | | - | - | - | - |
| | Less: Unspent Grant Transferred to/from UIDAI Fund | - | - | - | - |
| | Less: UIDAI Income Transferred to/from UIDAI Fund | - | - | - | - |
| | | - | - | - | - |
| | Less: Transferred to CFI | - | - | - | - |
| | | | | | |
| d. | Retained earnings- Central Government | | | | |
| | Opening Balance | - | - | - | - |
| | 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 | - | - | - | - |
| | | - | - | - | - |
| | Less: Refunded to Central Government | - | - | - | - |
| | BALANCE FUND | - | - | - | - |
| | 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 | - | - | - | - |
| | | | | | |
| | Total (A) | - | 1,39,10,41,107.24 | - | 1,75,53,57,696.08 |



| S. No. | Particulars | Current Year | Current Year | Previous Year | Previous Year |
|--------|--|--------------|--------------------------|---------------|--------------------------|
| | Provisions | | | | |
| 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) | - | 1,97,00,10,211.23 | - | 2,63,15,98,285.19 |
| | Total (B) | - | 1,97,00,10,211.23 | - | 2,63,15,98,285.19 |
| | Total (A+B) | | 3,36,10,51,318.47 | | 4,38,69,55,981.27 |

Sd/-
Director (Accounts)

Sd/-
Deputy Director General

SCHEDULE 8: FIXED ASSETS FORMING PART OF BALANCE SHEET AS ON 31st MARCH 2025

(Amount in ₹)

| Description | Gross Block | | | | Accumulated Depreciation | | | | Net Block | | |
|--|---|------------------------------|-------------------------------|------------------------|-------------------------------|---------------------------|-------------------------------|--------------------------------|------------------------|--------------------------|--|
| | Cost/Valuation as (01/04/2024) 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 01/04/2024 (7) | Additions during the year (8) | Deductions during the year (9) | Adjustments (10) | As at 31/03/2025 (11) | As at the Previous Year end at 31/03/2024 (12) |
| 1. Land | | | | | | | | | | | |
| a. Freehold | 58,50,93,257.00 | - | 1,20,000.00 | - | 58,49,73,257.00 | - | - | - | - | 58,49,73,257.00 | 58,50,93,257.00 |
| b. Leasehold | 23,56,12,090.46 | - | - | - | 23,56,12,090.46 | 4,69,33,068.43 | 46,73,526.42 | - | 20,94,987.70 | 18,19,10,487.91 | 18,86,79,002.03 |
| TOTAL (1) | 82,07,05,347.46 | - | 1,20,000.00 | - | 82,05,85,347.46 | 4,69,33,068.43 | 46,73,526.42 | - | 20,94,987.70 | 76,68,83,744.91 | 77,37,72,259.03 |
| 2. Office Buildings and Data Centre: | | | | | | | | | | | |
| a. On Freehold Land | 96,95,01,185.00 | - | - | - | 96,95,01,185.00 | 11,71,95,268.88 | 1,53,39,928.63 | - | -14,57,683.64 | 83,84,23,671.13 | 85,23,05,916.12 |
| b. On Leasehold Land | 3,24,03,88,923.63 | 56,93,294.52 | - | - | 3,24,60,82,218.15 | 25,74,56,034.62 | 5,13,61,122.94 | - | 16,63,441.81 | 2,98,29,32,889.01 | 2,98,29,32,889.01 |
| c. Ownership Flats/ Premises | - | - | - | - | - | - | - | - | - | - | - |
| d. Superstructures on Land not belonging to the entity | - | - | - | - | - | - | - | - | - | - | - |
| TOTAL (2) | 4,20,98,90,108.63 | 56,93,294.52 | - | - | 4,21,55,83,403.15 | 37,46,51,303.49 | 6,67,01,051.56 | - | 2,05,758.17 | 3,77,40,25,289.90 | 3,83,52,38,805.14 |
| 3. Plant Machinery & Equipment | | | | | | | | | | | |
| a. Plant & Machinery | 1,89,38,33,918.22 | - | - | - | 1,89,38,33,918.22 | 1,06,00,13,384.60 | 11,98,67,003.82 | - | 4,51,919.71 | 71,35,01,610.08 | 83,38,20,533.62 |
| b. Technology infrastructure (Server & DPUs) | 18,78,27,70,166.90 | 83,22,73,353.54 | - | -6,03,32,546.39 | 19,55,47,10,994.05 | 15,47,77,13,180.95 | 72,01,36,181.48 | - | 24,29,066.84 | 3,35,44,32,554.78 | 3,30,50,57,006.95 |
| c. UBCC Infrastructure | - | - | - | - | - | - | - | - | - | - | - |
| d. Information Technology (Software) | 2,72,67,35,866.46 | 85,77,54,788.81 | - | - | 3,58,44,90,655.27 | 1,56,68,67,008.94 | 72,49,27,707.36 | - | 16,93,59,985.24 | 1,12,33,35,763.73 | 1,15,98,68,687.52 |
| e. UCFIL | 1,80,67,807.40 | - | - | - | 1,80,67,807.40 | 63,41,600.93 | 55,96,719.12 | - | 30,426.50 | 60,99,060.85 | 1,17,26,206.47 |
| TOTAL (3) | 23,42,14,07,606.98 | 1,69,00,28,142.35 | - | -6,03,32,546.39 | 25,06,11,03,204.94 | 18,11,09,35,175.42 | 1,57,05,27,611.78 | - | 17,22,71,428.29 | 5,19,73,68,969.45 | 5,31,04,72,433.56 |

| Description | Gross Block | | | | Accumulated Depreciation | | | | Net Block | | | |
|--|---|--------------------------|---------------------------|------------------------|---------------------------|---------------------------|---------------------------|----------------------------|------------------------|---------------------------|---------------------------|---|
| | Cost/Valuation as (01/04/2024) at beginning of the year | Addition during the year | Deduction during the year | Adjustments | Cost/Valuation at the end | As at 01/04/2024 | Additions during the year | Deductions during the year | Adjustments | As at 31/03/2025 | As at 31/03/2025 | As at the Previous Year end at 31/03/2024 |
| 4. Vehicles | 14,60,515.00 | - | - | - | 14,60,515.00 | 10,20,012.04 | 1,73,317.45 | - | 31,889.30 | 12,25,222.79 | 2,35,292.21 | 4,40,502.96 |
| 5. Furniture & Fixtures | 11,42,31,353.44 | 1,02,64,889.04 | - | - | 12,44,96,242.48 | 6,28,54,060.59 | 81,60,043.24 | - | 29,939.05 | 7,10,44,042.88 | 5,34,52,199.60 | 5,13,77,292.85 |
| 6. Office Equipments | 10,01,57,612.63 | 94,63,222.90 | 25,500.00 | - | 10,95,95,335.53 | 8,34,43,702.97 | 58,50,890.49 | - | -2,010.26 | 8,92,92,583.20 | 2,03,02,752.34 | 1,67,13,909.67 |
| 7. Computer/Peripherals (Desktop, Printers & Others) | 1,48,60,44,198.81 | 1,18,06,600.02 | - | - | 1,49,78,50,798.83 | 87,02,13,316.77 | 25,43,18,385.34 | - | 17,78,951.65 | 1,12,63,10,653.77 | 37,15,40,145.06 | 61,58,30,882.04 |
| 8. Electric Installations | 3,32,86,028.08 | 91,49,712.14 | - | -15,678.16 | 4,24,20,062.06 | 1,14,83,582.41 | 33,27,576.07 | 15,678.15 | 3,063.25 | 1,47,98,533.58 | 2,76,21,528.48 | 2,18,02,445.67 |
| 9. Library Books | - | - | - | - | - | - | - | - | - | - | - | - |
| 10. Other fixed assets | - | - | - | - | - | - | - | - | - | - | - | - |
| a. Laptop & Tablets | 4,66,47,772.64 | 1,77,12,060.72 | 62,85,035.06 | - | 5,80,74,798.30 | 2,98,40,481.83 | 90,29,623.64 | 48,12,157.04 | -1,74,802.82 | 3,38,83,145.62 | 2,41,91,652.68 | 1,88,07,290.80 |
| b. Mobile Phone | 1,01,22,005.45 | 23,56,685.68 | 25,66,454.00 | - | 99,12,237.13 | 68,31,202.71 | 24,74,092.44 | 20,37,852.00 | 18,823.01 | 72,86,266.16 | 26,25,970.97 | 32,90,802.74 |
| TOTAL (10) | 5,67,69,778.09 | 2,00,66,746.40 | 88,51,489.06 | - | 6,79,67,035.43 | 3,66,71,684.54 | 1,15,03,716.08 | 68,50,009.04 | -1,55,979.80 | 4,11,69,411.78 | 2,66,17,623.65 | 2,00,98,093.54 |
| Total of Current Year (1+2+3+4+5+6 +7+8+9+10) | 30,24,39,52,551.12 | 1,75,64,74,607.37 | 89,96,989.06 | -6,03,48,224.55 | 31,93,10,81,944.88 | 19,59,82,05,926.67 | 1,92,52,36,118.42 | 68,65,687.19 | 17,62,58,021.35 | 21,69,28,34,379.28 | 10,23,82,47,564.64 | 10,64,57,46,624.44 |
| Previous year | 26,56,82,09,515.98 | 3,61,96,38,228.96 | 87,45,972.59 | 6,49,50,778.77 | 30,24,39,52,551.12 | 18,09,40,36,208.90 | 1,46,22,44,074.77 | 64,14,898.72 | 4,83,40,541.72 | 19,59,82,05,926.67 | 10,64,57,46,624.44 | 8,47,41,73,307.60 |
| Capital work-in-progress | 61,44,76,425.32 | 6,08,35,751.00 | 54,69,51,924.33 | - | 12,83,60,251.99 | - | - | - | - | - | 12,83,60,251.99 | 61,44,76,425.32 |
| GRAND TOTAL | 30,85,84,28,976.44 | 1,81,73,10,358.37 | 55,59,48,913.39 | -6,03,48,224.55 | 32,05,94,42,196.87 | 19,59,82,05,926.67 | 1,92,52,36,118.42 | 68,65,687.19 | 17,62,58,021.35 | 21,69,28,34,379.28 | 10,36,66,07,816.63 | 11,26,02,23,049.76 |

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

1. 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

Sd/-
Director (Accounts)

Sd/-
Deputy Director General



**SCHEDULE 9 – INVESTMENTS FROM EARMARKED/ENDOWMENT FUNDS
FORMING PART OF BALANCE SHEET AS ON 31st MARCH 2025**

(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) | | |
| | Total | | |

Sd/-
Director (Accounts)

Sd/-
Deputy Director General



SCHEDULE 10 – INVESTMENTS – OTHERS
FORMING PART OF BALANCE SHEET AS ON 31st MARCH 2025

(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 | | |
| | | | |
| | Total | | |

Sd/-
Director (Accounts)

Sd/-
Deputy Director General

SCHEDULE 11 – CURRENT ASSETS, LOANS ADVANCES ETC FORMING PART OF BALANCE SHEET AS ON 31st MARCH 2025

(Amount in ₹)

| S.No. | Particulars | Current Year | Previous Year |
|----------|--|---------------------------|---------------------------|
| | A. Current Assets | | |
| 1 | Inventories | | |
| | a. Stores and Spares | - | - |
| | b. Loose Tools | - | - |
| | c. Stock-in-trade | | |
| | i. Finished Goods | - | - |
| | ii. Work-in-progress | - | - |
| | iii. Raw Materials | - | - |
| 2 | Sundry Debtors | | |
| | a. Debts Outstanding for a period exceeding six months | 6,16,61,478.79 | 13,75,07,734.97 |
| | b. Others | 1,81,68,93,492.02 | 85,44,16,499.53 |
| 3 | Cash in hand (including cheques/drafts and imprest) | 45,16,541.00 | 36,91,803.00 |
| 4 | Bank Balances | | |
| | a. With Scheduled Banks | | |
| | i. On Current Accounts | 31,74,13,071.21 | 20,69,98,593.70 |
| | ii. On Deposit Accounts (includes margin money) | 20,32,18,09,432.69 | 20,29,48,99,776.46 |
| | iii. On Savings Accounts | 4,65,74,87,618.00 | - |
| | b. With non-scheduled Banks | | |
| | i. On Current Accounts | - | - |
| | ii. On Deposit Accounts | - | - |
| | iii. On Savings Accounts | - | - |
| 5 | Post Office-Savings Accounts | - | - |
| 6 | Others | - | - |
| | Total (A) | 27,17,97,81,633.71 | 21,49,75,14,407.66 |
| | B. LOANS, ADVANCES AND OTHER ASSETS | | |
| 1 | Loans | | |
| | a. Staff | | |



| S.No. | Particulars | Current Year | Previous Year |
|----------|--|---------------------------|---------------------------|
| | i. LTC Advance | 5,88,530.00 | 1,95,022.00 |
| | ii. General Office Expenses | 9,14,650.34 | 15,73,720.34 |
| | b. Other Entities engaged in activities/ objectives similar to that of the Entity | - | - |
| | c. Other (TA and Other Advance) | 9,77,263.80 | 33,70,407.80 |
| | | | |
| 2 | Advances and other amounts recoverable in cash or in kind or for value to be received | | |
| | a. On Capital Account | 8,37,52,496.85 | 9,97,86,338.37 |
| | b. Prepayments | 5,51,51,563.90 | 2,78,58,694.00 |
| | c. Security Deposits | 11,82,96,516.00 | 9,57,07,349.00 |
| | d. Others | | |
| | i. TDS receivable | 42,42,47,922.57 | 40,08,54,890.71 |
| | ii. BOC, State Govt.(ICT Assistance), DOP etc. | 33,05,31,670.43 | 69,55,31,421.46 |
| | iii. Contractors | 1,32,54,806.00 | 1,33,97,027.00 |
| | iv. GST Input Tax Credit | 1,85,02,52,082.85 | 1,88,62,42,697.72 |
| 3 | Income Accrued | | |
| | 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 | 85,19,87,692.67 | 72,04,05,176.33 |
| | ii. Others | 37,543.00 | 45,002.00 |
| 4 | Claims Receivable | - | - |
| | Total (B) | 3,72,99,92,738.41 | 3,94,49,67,746.73 |
| | | | |
| | Total (A+B) | 30,90,97,74,372.12 | 25,44,24,82,154.39 |

Sd/-
Director (Accounts)

Sd/-
Deputy Director General

**SCHEDULE 12 – INCOME FROM SERVICES
FORMING PART OF INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED ON 31st MARCH 2025**

(Amount in ₹)

| S.No. | Particulars | Current Year | Previous Year |
|-------|--------------------------------------|--------------------------|--------------------------|
| 1 | Authentication services | 7,09,79,41,462.87 | 6,12,71,76,956.95 |
| 2 | Enrollment services | 69,67,59,583.84 | 61,59,01,963.20 |
| 3 | Others | - | - |
| | a) Re print Aadhaar | - | - |
| | b) Order Aadhaar Card (OAC) Service | 55,07,34,154.90 | 64,80,19,058.60 |
| | c) Self Service Update Portal (SSUP) | 1,05,47,83,778.20 | 88,06,88,112.66 |
| | | | |
| | Total | 9,40,02,18,979.81 | 8,27,17,86,091.41 |

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 31st MARCH 2025

(Amount in ₹)

| S.No. | Particulars | Current Year | Previous Year |
|-------|--|--------------------------|--------------------------|
| 1 | Central Government | | |
| | a. Grant - Salary | 60,10,00,000.00 | 68,13,00,000.00 |
| | b. Grant - General | 4,17,00,00,000.00 | 5,86,08,00,000.00 |
| 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 | - | - |
| | Total | 4,77,10,00,000.00 | 6,54,21,00,000.00 |

Sd/-
Director (Accounts)

Sd/-
Deputy Director General

SCHEDULE 14 – FEES/SUBSCRIPTIONS
FORMING PART OF INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED ON 31st MARCH 2025

(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 | 33,47,09,208.84 | 33,94,48,782.00 |
| 6 | Others (RTI fee, Tender Fee, RFP fee etc.) | 9,047.00 | 7,000.00 |
| | Total | 33,47,18,255.84 | 33,94,55,782.00 |

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 31st MARCH 2025**

(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 |
| 1 | Interest | | | | |
| | a. On Govt. Securities | | | | |
| | b. Other Bonds/ Debentures | | | | |
| | c. Others | | | | |
| 2 | Dividends | | | | |
| | a. On Shares | | | | |
| | b. On Mutual Funds Securities | | | | |
| | c. Others (Specify) | | | | |
| | Total | | | | |
| | Transferred To Earmarked/ Endowment Funds | | | | |

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 31st MARCH 2025**

(Amount in ₹)

| S.No. | Particulars | Current Year | Previous Year |
|-------|--------------------------|--------------|---------------|
| 1 | Income from Royalty | | |
| 2 | Income from Publications | | |
| 3 | Others (specify) | | |
| | Total | | |

**Sd/-
Director (Accounts)**

**Sd/-
Deputy Director General**



SCHEDULE 17 – INTEREST EARNED
FORMING PART OF INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED ON 31st MARCH 2025

(Amount in ₹)

| S.No. | Particulars | Current Year | Previous Year |
|----------|---|--------------------------|--------------------------|
| 1 | On Term Deposits | | |
| | a. With Scheduled Banks | - | |
| | i. On receipts from GIA | - | - |
| | ii. On other receipts | 1,79,75,79,811.53 | 1,44,91,92,886.00 |
| | b. With Non-Scheduled Banks | | |
| | c. With Institutions | - | - |
| | d. Others (Escrow A/c with EIL) | - | - |
| 2 | On Savings Accounts | | |
| | a. With Scheduled Banks | 12,90,68,557.00 | - |
| | b. With Non-Scheduled Banks | - | - |
| | c. Post Office Savings Accounts | - | - |
| | d. Others | - | - |
| 3 | On Loans | | |
| | a. Employees/Staff | - | - |
| | b. Others | - | - |
| 4 | Interest on Debtors and Others Receivables | | |
| | a. I.T. Department | 43,91,684.83 | 48,71,048.00 |
| | b. Others | - | - |
| | Total | 1,93,10,40,053.36 | 1,45,40,63,934.00 |

Note :- Tax deducted at source to be indicated.

i. TDS of Rs. 2,68,15,811.80/- Deducted on interest in the FY 2024-25

ii. The interest of Rs. 1,79,75,79,811.53/- shown in point 1 (a) (ii) is the interest earned on autosweep/fixed deposit arrangement in current account/saving 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 31st MARCH 2025

(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 |
| 2 | Liquidated damages, penalty realized | - | - |
| 3 | Fees for Miscellaneous Services | - | - |
| 4 | Rent | 5,45,434.00 | 5,92,412.00 |
| 5 | Miscellaneous Income | 6,93,38,996.82 | 3,50,02,550.92 |
| | Total | 6,98,84,430.82 | 3,56,29,639.92 |

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 31st MARCH 2025**

(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 | | |
| | Net Increase/(Decrease) [1-2] | | |

Sd/-
Director (Accounts)

Sd/-
Deputy Director General

**SCHEDULE 20 – ESTABLISHMENT EXPENSES
FORMING PART OF INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED ON 31st MARCH 2025**

(Amount in ₹)

| S.No. | Particulars | Current Year | Previous Year |
|-------|---|------------------------|------------------------|
| 1 | Salaries and Wages | 50,79,16,977.00 | 53,43,23,418.00 |
| 2 | Overtime Allowance | - | - |
| 3 | Allowances and Bonus | 93,65,127.00 | 96,43,942.00 |
| 4 | Medical Treatment | 1,51,06,788.70 | 1,10,97,029.96 |
| 5 | Tuition fee reimbursement | 59,64,577.00 | 46,36,603.00 |
| 6 | Domestic Travel Expenses | 3,01,79,439.55 | 2,89,84,135.40 |
| 7 | Foreign Travel Expenses | 17,83,474.00 | 7,93,058.00 |
| 8 | Contributions to NPS | 1,71,72,797.00 | 1,41,79,445.00 |
| 9 | Contribution to Gratuity Fund | 71,47,811.24 | 4,32,794.00 |
| 10 | Leave Salary Pension Contribution | 5,72,64,837.83 | 6,19,56,877.00 |
| 11 | Expenses on Employees' Retirement and Terminal Benefits | - | - |
| 12 | Contribution to Other Fund | - | - |
| 13 | Staff Welfare Expenses | - | - |
| 14 | Other (Leave Encashment & Honorarium) | 50,29,968.00 | 20,65,786.00 |
| | Total | 65,69,31,797.32 | 66,81,13,088.36 |

Sd/-
Director (Accounts)

Sd/-
Deputy Director General



**SCHEDULE 21 – OTHER ADMINISTRATIVE EXPENSES
FORMING PART OF INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED ON 31st MARCH 2025**

(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 | 3,85,41,169.33 | 3,32,92,153.54 |
| 5 | Water Charges | 45,86,618.18 | 26,75,605.21 |
| 6 | Insurance | - | - |
| 7 | Repairs and Maintenance | 32,46,769.63 | 14,81,031.15 |
| 8 | Excise Duty | - | - |
| 9 | Rent, Rates and Taxes | 17,05,40,599.81 | 16,15,95,786.96 |
| 10 | Vehicles Running and Maintenance | 5,60,562.51 | 1,75,666.96 |
| 11 | Postage, Telephone and Communication Charges | 1,09,51,760.47 | 88,46,079.13 |
| 12 | Printing and Stationary | 50,97,129.74 | 66,63,384.39 |
| 13 | Travelling and Conveyance Expenses | 3,53,44,871.65 | 3,90,23,633.75 |
| 14 | Expenses on Seminar/Workshops | 74,05,574.91 | 26,57,439.97 |
| 15 | Subscription Expenses | 56,61,416.77 | 20,20,486.70 |
| 16 | Expenses on Fees | - | - |
| 17 | Auditors Remuneration | 13,75,250.00 | 13,75,250.00 |
| 18 | Hospitality Expenses | 17,66,829.00 | 6,29,767.82 |
| 19 | Professional Charges | 16,37,98,941.62 | 7,96,83,902.16 |
| 20 | Books and Periodicals | 1,47,146.00 | 1,75,998.64 |

| 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 | 20,42,307.00 | 12,82,449.42 |
| 28 | Legal Charges | 3,33,23,587.00 | 2,97,59,590.02 |
| 29 | Payment to Contractual Staff (MTOs, Office Boys, etc.) | 19,44,69,414.67 | 13,30,01,527.60 |
| 30 | Others | - | - |
| | i. Sitting Fees | 1,70,000.00 | 1,60,000.00 |
| | ii. Annual Maintenance Charges | 37,00,509.01 | 36,16,996.47 |
| | iii. Office Expenses | 12,63,17,041.68 | 11,72,53,858.78 |
| | iv. Donation | - | - |
| | v. Payment to CISF (UIDAI-HQ) | 4,67,18,912.00 | 4,25,59,187.99 |
| | Total | 85,57,66,410.98 | 66,79,29,796.66 |

Sd/-
Director (Accounts)

Sd/-
Deputy Director General



SCHEDULE 22 – OPERATIONAL EXPENSES
FORMING PART OF INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED ON 31st MARCH 2025

(Amount in ₹)

| S.No. | Particulars | Current Year | Previous Year |
|----------|---|-------------------|-------------------|
| 1 | Enrolment, Authentication and Updation | | |
| | a. Assistance to Registrars | 1,75,28,12,575.78 | 2,01,39,90,791.72 |
| | b. Quality Controls (Pre-ABIS) | - | - |
| | c. Advertisement and Publicity | 1,14,42,636.00 | 3,62,62,102.00 |
| | d. BPO Updation Cost | - | - |
| 2 | Technology Operations | | |
| | a. Office Expenses/BSP & TSP Payments | | |
| | i. Payment to Biometric Service Provider(BSP) | 61,08,85,885.23 | 53,53,33,525.48 |
| | ii. Payment to Telecom Service Provider(TSP) | 2,82,77,012.14 | 1,90,22,581.47 |
| | iii. Office Expenses (Data centres) | 31,56,51,657.28 | 35,91,38,365.78 |
| | b. Rent, Rates & Taxes | - | - |
| | c. Professional Services/MSP/MSAP/MSIP cost | | |
| | i. Annual Maintenance Cost(AMC) | 45,03,23,700.15 | 37,30,01,893.84 |
| | ii. Manpower Service | 95,57,93,762.72 | 80,12,68,931.33 |
| | d. Payment to CISF | - | - |
| | e. KM Portal Development Charges | - | - |
| 3 | Logistics and Other Communication | | |
| | a. Printing Cost | 77,53,44,469.49 | 90,67,53,086.92 |
| | b. Dispatch Cost | 1,20,59,01,064.05 | 1,41,89,45,635.42 |
| | c. TFN/Contact Centre Cost | 60,23,16,454.12 | 61,01,91,551.58 |
| | d. Grievance Handling Operators | - | 79,01,333.82 |
| | e. Other Charges | - | - |
| 4 | Aadhaar Enabled Applications | | |
| | a. ICT Assistance to States/UTs | 9,99,33,998.85 | 4,97,50,000.00 |
| | 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 | - | - |
| 5 | Other Support Operations | | |
| | a. D. M. S. | - | - |
| | b. D. M. S. – QC | 97,43,04,128.55 | 1,05,88,09,813.80 |
| | c. GRCP | 3,95,32,671.93 | 9,96,20,427.92 |
| | d. Training & Testing/ Certification | 6,18,43,082.06 | 3,32,61,460.88 |
| 6 | UBCC Operations | | |
| | a. OE | - | - |
| | b. OAE | - | - |
| | c. Grants in Aid | - | - |
| 7 | Physical Security | | |
| | a. Salaries | 28,80,99,049.00 | 30,58,91,801.00 |
| | b. Office Expenses | 1,16,13,309.91 | 1,24,43,185.33 |
| | c. Rent, Rates & Taxes | 41,49,735.30 | 41,29,920.00 |
| | d. Other Charges | 32,85,353.60 | 36,23,438.00 |
| 8 | Information Technology | | |
| | a. Office Expenses | 52,00,080.67 | 33,14,512.00 |
| | b. Rent, Rates & Taxes | - | - |
| | c. Professional Services (PMU, TSU, Other Contracts) | 48,85,57,578.33 | 44,54,90,302.53 |
| | d. Other Expenses | 60,000.00 | 2,80,002.84 |
| 9 | North Eastern Areas (UIDAI) | | |
| | a. Logistics and Other Communication | - | - |
| | b. Other Charges | - | - |
| | Total | 8,68,53,28,205.16 | 9,09,84,24,663.66 |

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 31st MARCH 2025**

(Amount in ₹)

| S.No. | Particulars | Current Year | Previous Year |
|-------|---|--------------|---------------|
| 1 | Grants given to Institutions/Organisations | | |
| 2 | Subsidies given to Institutions/Organisations | | |
| | Total | | |

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 31st MARCH 2025

(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) | - | - |
| 2 | Bank Charges | - | - |
| | Total | - | - |

Sd/-
Director (Accounts)

Sd/-
Deputy Director General



SCHEDULE 25 – SIGNIFICANT ACCOUNTING POLICIES

FORMING PART OF ACCOUNTS FOR THE YEAR ENDED ON 31st MARCH 2025

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. incurred.

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

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 unutilized balances of earlier years refunded by States/Agencies are adjusted from the outstanding advances standing against them and the same is 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.

** The Central/State Govt. Departments performing less than 1,00,000 transactions per year to avail authentication services through the license keys of their respective AUAs/KUAs without paying any license fee by introducing

LITE Code (Less in Transaction Entity) issued by UIDAI to AUA/KUA

The income from License Fees is being booked, based on proportionate number of days i.e. from the date of grant of pre-production license key to the AUA/KUA/Sub-AUA/Sub-KUA 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 31st MARCH 2025

1. CONTINGENT LIABILITIES

- a. Claims against the Entity not acknowledged as debts – ₹476,44,97,700/- (Previous Year ₹485,45,77,700/-). 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 Tax deducted at Source (TDS) Defaults of ₹3,11,350/- as on 31st March 2025 against UIDAI Headoffice and Regional Offices.

(Previous year ₹4,62,350/-)

- 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 ₹48,94,72,033/- as on 31st March 2025 (Previous year – ₹4,24,38,306/-)
- h. Details of Court cases pending against UIDAI for claims of ₹476,44,97,700/- as on 31st March, 2025 :-

(Figures in Rupees)

| SL No | Suit filed by M/s. | Matter pending in | Financial claim of the Petitioner | Remarks |
|-------|--|--|---|--|
| 1 | HCL Infosystems Ltd. | | 151,64,80,518/- | The detailed remarks given below at Sl. 1 |
| 2 | HCL Infosystems Ltd. | Arbitral Tribunal under 'Arbitration and Conciliation Act, 1996' | 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 | i-Energizer IT Services Pvt Ltd | | Patiala House District Court, New Delhi | 44,22,000/- |
| 5 | Munish Mangala | Civil Judge, Sr. Division Ambala Court | 23,11,840/- | CMA/14/2019 |

| SL No | Suit filed by M/s. | Matter pending in | Financial claim of the Petitioner | Remarks |
|-------|-----------------------|------------------------------------|-----------------------------------|--|
| 6 | Dalbir Singh | High Court of Punjab & Haryana | 1,86,420/- | Claim of refund of amount along-with interest and bank guarantee |
| 7 | Percept H Pvt. Ltd | District Court, Saket Ranchi | 33,84,724/- | 303/2017 |
| 8 | Multiwave Innovations | Jaipur Bench, Rajasthan | 5,77,30,682/- | Arbitration |
| 9 | Kamlesh Sharma | Consumer Court, Chandigarh | 20,000/- | Consumer Complaint |
| 10 | Nishant Arora | Consumer Court, Chandigarh | 5,00,000/- | Consumer Complaint |
| 11 | Rajesh Goyal | Permanent Lok Adalat Barnala | 40,000/- | PLA complaint |
| 12 | Manohar Singh | District Session Court, Chandigarh | 35,31,516/- | Rent Appeal |
| | | Total | 476,44,97,700/- | |

Note :-

(1) a. Post two interim final awards, the claims from HCL Info systems now pertain as under:-

- (i) 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.
- (ii) 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.
- (iii) Market rates claim Consent period from 07 Apr 2021 till 06 Aug 2021 for AMCs only (SoC3) for ₹10,96,99,373/-.
- (iv) 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 ₹72,71,18,726/-.

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) ₹233.73 crore (Previous year ₹281.05 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 – ₹13,75,250/-)
- iv. Others – Nil (Previous year - Nil)

7. PRIOR PERIOD ADJUSTMENTS

7.1 Utilization certificates received for the period prior to 1st April 2024 have been booked as prior period expenses.

7.2 All Expenses and Income pertaining to period prior to 1st April 2024 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 2025, 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/Aadhaar_Act_2016_English.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

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 |
| 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 |

| S. No. | Regulations | Published Date |
|--------|--|--------------------|
| 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 |
| 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 |



| S. No. | Regulations | Published Date |
|--------|---|-------------------|
| 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 |
| 38 | The UIDAI (Appointment of Officers and Employees) Second Amendment Regulations, 2024 | 17 October, 2024 |
| 39 | The Aadhaar (Authentication and Offline Verification) Second Amendment Regulations, 2024 | 04 December, 2024 |
| 40 | The UIDAI (Appointment of Officers and Employees) Amendment Regulations, 2025 | 29 January, 2025 |
| 41 | Unique Identification Authority of India (Appointment of Officers and Employees) Second Amendment Regulations, 2025 | 24 March 2025 |

The aforementioned regulations help in day-to-day functioning of UIDAI. The regulations are available on <https://uidai.gov.in/en/about-uidai/>

[legal-framework/regulations.html](https://uidai.gov.in/en/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:

- a) For resident Indian and non-resident Indian (NRI) born on and after 1.10.2023, birth certificate is mandatory.
- b) 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.
- c) HoF must have a valid Aadhaar before performing HoF based enrolment.
- d) Aadhaar number of both the parents is required for HoF based enrolment and biometric authentication by one of the parents is mandatory.
- e) Name of the child and HoF must be mentioned in the PoR document
- 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) The address mentioned in the HoF Aadhaar will be used in the child's Aadhaar.
- h) 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
- i) For OCI card holders, the Aadhaar issued will be valid only for a period of ten years.
- j) For LTV document holders, the Aadhaar issued will be valid only till the validity of LTV document.
- k) HoF is encouraged to provide any of the below mentioned Proof of Identity (PoI) documents issued in name of the Child:-
 - i. Indian Passport
 - ii. Photo Identity Card/Certificate with photograph issued by Central Govt. /State Govt. like Domicile Certificate, Resident Certificate etc.
 - iii. ST/ SC/ OBC Certificate issued by Central Govt. /State Govt.
 - iv. 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 |
| 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 | | | | | |
| 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 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 /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 / regulatory body /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 under Bhamashah 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/Biometric_exception_guidelines_01-08-2014.pdf

11.4 ANNEXURE IV: AADHAAR SATURATION REPORT AS ON 31st MARCH 2025

| State/UT wise Aadhaar Saturation (31 st March 2025) | | | | |
|--|--|---------------------------------------|------------------------------------|-----------------------|
| S.No | State Name | "Total Population (Projected 2025)"** | Numbers of Aadhaar assigned (LIVE) | "Saturation % (LIVE)" |
| 1 | A & N Islands | 4,05,000 | 3,86,462 | 95.42% |
| 2 | Andhra Pradesh | 5,35,24,000 | 5,28,89,483 | 98.81% |
| 3 | Arunachal Pradesh | 15,90,000 | 12,45,409 | 78.33% |
| 4 | Assam | 3,63,82,000 | 3,33,32,483 | 91.62% |
| 5 | Bihar | 13,04,29,000 | 11,46,92,461 | 87.93% |
| 6 | Chandigarh** | 12,55,000 | 11,27,096 | 89.81% |
| 7 | Chhattisgarh | 3,08,67,000 | 2,91,26,660 | 94.36% |
| 8 | Dadra & Nagar Haveli and Daman & Diu** | 6,62,703 | 6,95,584 | 104.96% |
| 9 | Delhi | 2,21,46,000 | 2,30,53,649 | 104.10% |
| 10 | Goa | 15,91,000 | 16,39,813 | 103.07% |
| 11 | Gujarat | 7,32,27,000 | 6,62,13,288 | 90.42% |
| 12 | Haryana | 3,09,36,000 | 3,10,37,794 | 100.33% |
| 13 | Himachal Pradesh | 75,42,000 | 78,70,778 | 104.36% |
| 14 | Jammu Kashmir | 1,37,98,000 | 1,20,13,691 | 87.07% |
| 15 | Jharkhand | 4,04,61,000 | 3,64,11,151 | 89.99% |
| 16 | Karnataka | 6,85,38,000 | 6,66,83,882 | 97.29% |
| 17 | Kerala | 3,60,63,000 | 3,79,41,547 | 105.21% |
| 18 | Ladakh | 3,04,000 | 2,51,032 | 82.58% |
| 19 | Lakshadweep | 69,000 | 75,607 | 109.58% |
| 20 | Madhya Pradesh | 8,86,41,000 | 8,05,60,318 | 90.88% |
| 21 | Maharashtra | 12,83,34,000 | 12,09,80,867 | 94.27% |
| 22 | Manipur | 32,82,000 | 26,83,312 | 81.76% |
| 23 | Meghalaya | 34,10,000 | 26,99,716 | 79.17% |
| 24 | Mizoram | 12,61,000 | 12,29,453 | 97.50% |
| 25 | Nagaland | 22,74,000 | 14,06,468 | 61.85% |
| 26 | Odisha | 4,68,57,000 | 4,46,24,185 | 95.23% |
| 27 | Puducherry** | 14,05,997 | 10,50,513 | 74.72% |
| 28 | Punjab | 3,11,22,000 | 3,17,17,770 | 101.91% |
| 29 | Rajasthan | 8,27,70,000 | 7,77,46,130 | 93.93% |
| 30 | Sikkim | 7,02,000 | 5,87,781 | 83.73% |
| 31 | Tamil Nadu | 7,73,17,000 | 7,56,92,694 | 97.90% |
| 32 | Telangana | 3,84,54,000 | 3,99,21,411 | 103.82% |
| 33 | Tripura | 42,22,000 | 39,08,137 | 92.57% |
| 34 | Uttar Pradesh | 24,04,68,000 | 22,44,19,426 | 93.33% |
| 35 | Uttarakhand | 1,18,74,000 | 1,18,50,407 | 99.80% |
| 36 | West Bengal | 10,00,42,000 | 9,98,49,557 | 99.81% |
| TOTAL | | 1,41,22,25,700 | 1,33,76,16,015 | 94.72% |

*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 |
| ADG | Assistant Director General |
| AU | Aadhaar Usage |
| AEA | Aadhaar Enabled Application |
| 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 | Aadhaar Seva Kendra |
| ATC | Annual Training Calendar |
| ATM | Automated Teller Machine |
| AUA | Authentication User Agency |
| B2C | Business-to-Consumer |
| BE | Budget Estimates |
| BFSI | Banking, Financial Services, and Insurance |
| BHIM | Bharat Interface for Money |
| BOC | Business Operations Committee |
| BOI | Bank of India |
| BPL | Below Poverty Line |
| BPO | Business Process Outsourcing |
| BSNL | Bharat Sanchar Nigam Limited |
| BSP | Biometric Service Provider |
| CAG | Comptroller & Auditor General |
| CAPS | Centralized Access and Privileges Monitoring System |
| CBDT | Central Board of Direct Taxes |

| Abbreviation | Full Form |
|--------------|--|
| CCA | Controller of Certifying Authorities |
| CCF | Contact Centre Firms |
| CDA | Content Development Agency |
| CELC | Child Enrolment Lite Client |
| CEO | Chief Executive Officer |
| CFI | Consolidated Fund of India |
| 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 |
| CMA | Certified Management Accountant |
| CMC | Computer Maintenance Corporation |
| COBOSAC | Corporate Bonds & Securitization Advisory Committee. |
| CPIOs | Central Public Information Officers |
| CPWD | Central Public Works Department |
| CRM | Customer Relationship Management |
| CSC | Common Service Centres |
| CSS | Cascading Style Sheets |
| CVC | Central Vigilance Commission |
| CVO | Chief Vigilance Officer |
| DBT | Direct Benefit Transfer |
| DDG | Deputy Director General |
| DD | Deputy Director |
| DD | Daman and Diu |
| DDO | Drawing and Disbursing Officer |
| DeitY | Department of Electronics & Information Technology |
| DIT | Department of Information Technology |
| DL | Driving License |
| DMS | Document Management System |
| DNH | Dadra and Nagar Haveli |
| DoB | Date of Birth |
| DOP | Department of Posts |



| Abbreviation | Full Form |
|--------------|--|
| DoPT | Department of Personnel & Training |
| DoT | Department of Telecommunications |
| DPI | Digital Public Infrastructure |
| DPU | Data Processing Unit |
| DSCI | Data Security Council of India |
| 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 |
| ESP | e-Sign Service Providers |
| 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 |
| GPU | Graphics processing units |
| GRCP | Governance Risk Compliance and Performance |
| HR | Human Resource |
| HTML | Hypertext Mark-up Language |

| Abbreviation | Full Form |
|--------------|---|
| HUL | Hindustan Unilever Limited |
| IAS | Indian Administrative Service |
| IBA | Indian Banks Association |
| IBCC | India Brazil Chamber of Commerce |
| ICC | Internal Complaints Committee |
| ICT | Information & Communications Technology |
| ID | Identity Document |
| IEC | International Electrotechnical Commission |
| IEC | Information, Education, Communication |
| IFSC | Indian Finance System Code |
| IIT | Indian Institute of Technology |
| iGOT | Integrated Government Online Training |
| 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 |
| ITEC | Indian Technical and Economic Cooperation |
| 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 |
| LD | Liquidated Damages |
| L&DO | Land & Development Officer |
| LIC | Life Insurance Corporation |



| Abbreviation | Full Form |
|--------------|---|
| LITE | Less in Transaction Entity |
| LMS | Learning Management System |
| LPG | Liquefied Petroleum Gas |
| LTC | Leave Travel Concession |
| LTV | Long Term Visa |
| MaaS | Metal as a Service |
| MBU | Mandatory Biometric Update |
| MDC | Manesar Data Centre |
| MEA | Ministry of External Affairs |
| 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 |
| MOSIP | Modular Open Source Identity Platform |
| MOU | Memorandum of Understanding |
| MoWCD | Ministry of Women & Child Development |
| MP | Member of Parliament |
| MSC | Microsave Consulting |
| MTOs | Multi –Tasking Operators |
| MSAP | Managed Service Application Provider |
| MSIP | Managed Service Infrastructure Provider |
| MSME | Micro, Small and Medium Enterprises |
| MSP | Managed Service Provider |
| NABARD | National Bank for Agriculture and Rural Development |
| NABL | National Accreditation Board for Testing and Calibration Laboratories |
| NACO | National Aids Control Organization |
| NBFC | Non-Banking Financial Company |
| NEC | National Entitlement Card |

| Abbreviation | Full Form |
|--------------|---|
| NIC | National Informatics Centre |
| 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 |
| OBC | Other Backward Classes |
| OCI | Overseas Citizen of India |
| OD | Over Draft |
| 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 |
| PAN | Permanent Account Number |
| PB | Petabytes |
| PBX | Private Branch Exchange |
| PCH | Pre Certified Hardware |
| PCI | Payment Council of India |
| PDB | Proof of Date of Birth |
| PDS | Public Distribution System |
| PID | Personal Identity Data |
| PFMS | Public Financial Management System |
| PFRDA | Pension Fund Regulatory and Development Authority |
| PII | Personally Identifiable Information. |
| PLA | Permanent LokAdalat |

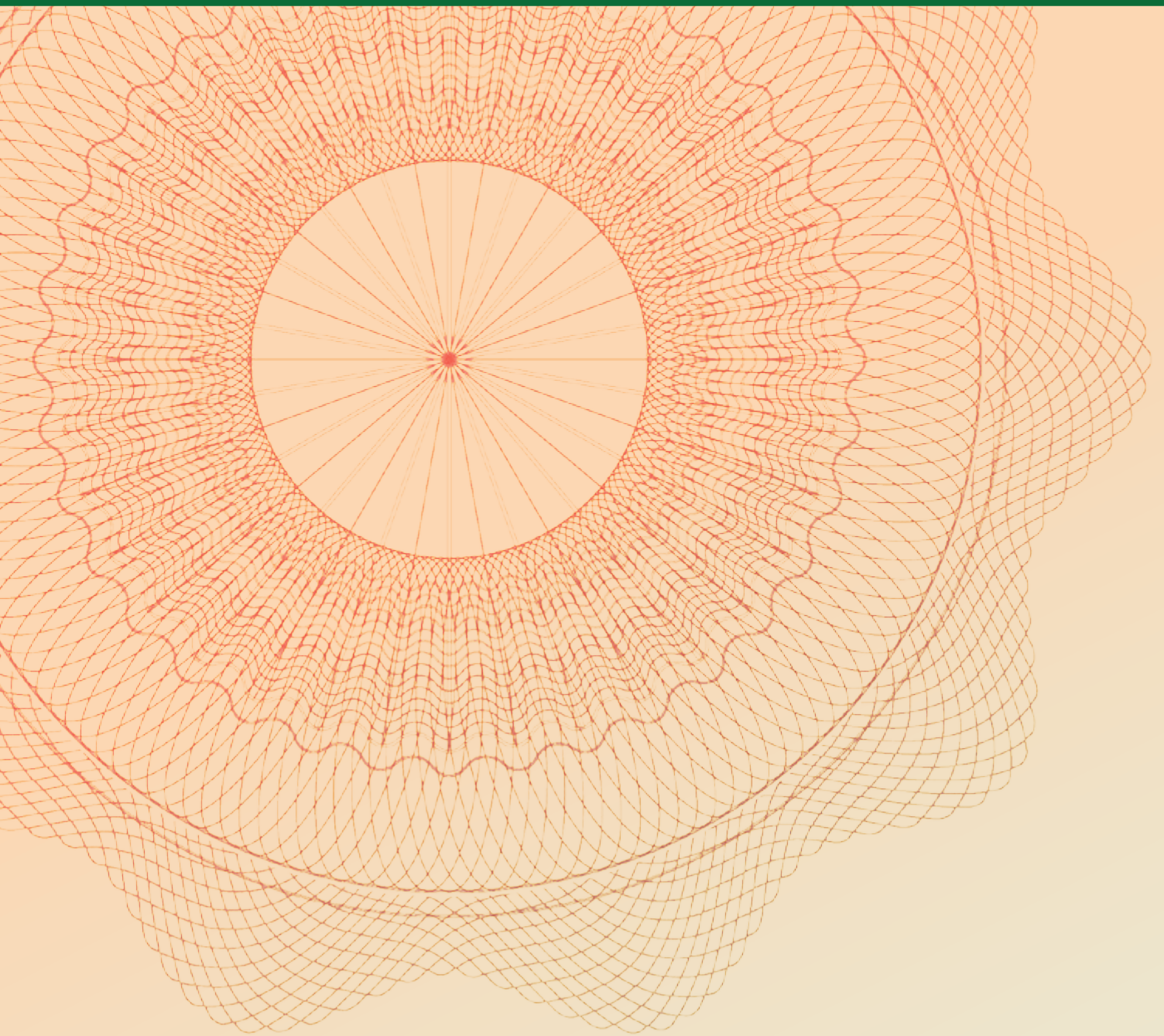


| Abbreviation | Full Form |
|--------------|-----------------------------------|
| PM | Prime Minister |
| PM-AWAS (U) | Pradhan MantriAwasYojana Urban |
| PM-JAY | Pradhan Mantri Jan ArogyaYojana |
| PMMVY | Pradhan MantriMatruVandanaYojana |
| PMU | Project Management Unit |
| POA | Proof of Address |
| 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 |
| RRB | Regional Rural Banks |
| RSBY | Rashtriya Swasthya BimaYojana |
| RTI | Right To Information |
| SC | Supreme Court |
| SC | Scheduled Caste |
| SDK | Software Development Kit |
| SDS | Software Defined Storage |

| Abbreviation | Full Form |
|--------------|---|
| SDN | Software Defined Network |
| SEBI | Securities and Exchange Board of India |
| SID | Special Identification |
| SITAA | Scheme for Innovation and Technology Association with Aadhaar |
| SIM | Subscriber Identification Module |
| SJED | Social Justice and Empowerment Department |
| SLA | Service Level Agreement |
| SLM | Straight Line Method |
| SLC | School Leaving Certificate |
| SMS | Short Message Service |
| SO | State Office |
| SoC | Statement of Claim |
| SSUP | Self Service Update Portal |
| ST | Scheduled Tribes |
| STQC | Standardization Testing and Quality Certificate |
| SWIK | Social Welfare, Innovation, Knowledge |
| 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 |
| UCFFIL | UIDAI Cyber Forensic Fraud Investigation Laboratory |
| UHD | Ultra High Density |
| UI | User Interface |
| UID | Unique Identification |
| UIDAI | Unique Identification Authority of India |



| Abbreviation | Full Form |
|--------------|--|
| UK | United Kingdom |
| UMANG | Unified Mobile Application for New-age Governance |
| UP | Uttar Pradesh |
| UPCIDCO | Uttar Pradesh State Industrial Development Corporation |
| URN | Update Request Number |
| USD | United States Dollar |
| UT | Union Territory |
| UTIISL | Unit Trust of India Infrastructure Technology And Services Limited |
| UX | User Experience |



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