

सत्यमेव जयते

UNIQUE IDENTIFICATION AUTHORITY OF INDIA

ANNUAL REPORT 2021-22





सत्यमेव जयते

UNIQUE IDENTIFICATION
AUTHORITY OF INDIA
(UIDAI)

Annual Report
2021 - 22

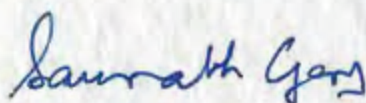
Unique Identification Authority of India
Bangla Sahib Road, Gole Market
New Delhi – 110001

LETTER OF TRANSMITTAL

To the Government of India through
Hon'ble Minister of Electronics and Information Technology.

It is my privilege to forward this Annual Report of the Unique Identification Authority of India (UIDAI) for the year 2021-22 to be laid before both the Houses of Parliament. This report contains the information required to be forwarded to the Government of India under the provisions of Section 27 of Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016.

This report includes an overview of UIDAI and the functionalities assigned to it by the Aadhaar Act, 2016. The audited Annual Statement of Accounts of UIDAI is also part of this report.



Dr. Saurabh Garg
Chief Executive Officer

**MESSAGE - MEMBER
UNIQUE IDENTIFICATION AUTHORITY OF INDIA**



It is an honour to present the UIDAI Annual Report for the Financial Year 2021-22. This Financial Year continued to be challenging as the pandemic disrupted daily life. The pandemic created a health crisis which cascaded into a challenging economic environment. We Indians are well-known for our courage and resilience, and this was again demonstrated during the pandemic. We found innovative solutions to address various needs. Citizens from all walks of life came together to contribute and support each other. The Government and the citizen invested in building additional healthcare infrastructure which will support our population way beyond the pandemic.

I bow my head with reverence to the doctors, health workers and providers of essential services across the country for the outstanding job they did during difficult times. They were at the front line of the pandemic, and they were brave and went above and beyond to serve those in need.

Challenges always create opportunities, and it was heartening to see how all of us in the country worked together to address these challenges.

The scientists of our country delivered the vaccine in January 2021, and the Government did brilliant work to ensure more than a billion doses of the vaccine were delivered to the entire population in an efficient and effective way. Vaccinations helped us manage the pandemic and reduce the impact of subsequent strains of the virus.

Digital technology was at the forefront during the pandemic. Many professions resorted to working from home, and home-based commerce and delivery services flourished during the pandemic. The Government's digital infrastructure kept pace. UPI has become the most effective digital payment platform in the world, and the CoWIN portal played a key role in the way vaccines were delivered and managed all across the country. I am pleased to note that during the vaccination process, Aadhaar was the most preferred identification used by the residents for proving their identity at vaccination centres. Aadhaar has become the most secure and reliable form of identification and is widely used by residents not just for the vaccination process but also for other services where identification is required.

Financial Year 2021-22 was a landmark year for UIDAI. The Authority decided to significantly reduce charges for eKYC and authentication to make the Aadhaar use seamless and cost-efficient. The Authority also launched the offline KYC, which in my opinion, could significantly change the way Aadhaar will be used in the future.

Financial details and statements of accounts of the Authority for the year are included in this Annual Report. The Report also shares insights into the functioning of the Aadhaar ecosystem, shares significant accomplishments and new initiatives taken, and provides an update of the activities we have carried out throughout the year. We also highlight the future goals of UIDAI.

Lastly, I would like to thank the extended family of UIDAI, which includes every employee, partner, support staff, vendor, etc., who has worked tirelessly during the difficult times.

Dr. Anand Deshpande, Ph.D.

MESSAGE - CHIEF EXECUTIVE OFFICER UNIQUE IDENTIFICATION AUTHORITY OF INDIA



I am presenting before you the Annual Report for year 2021-22 which started on a difficult note as we were hit by the second wave of coronavirus in April-June quarter. However, we came out of this strongly with vaccinations, use of masks and social distancing which were the most effective tools to fight the pandemic. I want to express my thanks to our scientists, doctors, healthcare workers and medical professionals, that our large portion of population got vaccinated and we crossed the 175 crore vaccinations by the end of this fiscal year. The lockdowns were gradually lifted and the economy also showed encouraging signs of recovery.

After joining UIDAI, I stressed upon taking new initiatives in the system, identifying the problems & issues which the organisation was facing and solving them collectively in a time bound manner. I have also tried to inculcate a culture of open talks and idea sharing within different divisions as well as between Regional Offices and Headquarters. Also, all my colleagues were encouraged to undergo trainings to improve their skill set which will help them and the organisation.

During the year we made several provisions to ease the challenges faced by residents for availing Aadhaar services. We opened several new Aadhaar Seva Kendras (ASKs) across the country and have engaged with Department of Posts and Railways for providing Aadhaar related services in the hinterland.

We have also upgraded the Aadhaar portal for the residents and have on boarded Citizen Service Centres (CSCs) to offer Aadhaar update services. The Authentication charges were reduced from ₹20 to ₹3 per transaction which increased the usage of Aadhaar.

We witnessed a steady increase in the saturation rate in North Eastern States this year, which were lagging a bit compared to rest of the country. UIDAI also launched the Face Authentication modality on 15th October 2021.

UIDAI for the first time, had convened the workshop “Aadhaar 2.0 - Ushering the Next Era of Digital Identity and Smart Governance” from 23rd -25th November,2021 at Vigyan Bhawan, New Delhi which was inaugurated by Shri Ashwini Vaishnaw, Hon’ble Minister of Railways; Communications; and Electronics and Information Technology. This 3 day workshop saw participation from Government & Industry leaders, Eminent Academicians & Scientists, Innovators & Practitioners working on Digital Identity in India & abroad. The workshop provided a platform to deliberate on the future role of Aadhaar in delivering innovative digital solutions, strengthening and simplifying service delivery and more focussed approach on social inclusion. We are extremely thankful to all the participants for their participation.

We also had a very enthusiastic response to Aadhaar Hackathon, in which bright talents from the engineering colleges of the country participated in solving real time problems of Aadhaar.

This period is teaching us a lot of lessons and has made us realise the importance of digital infrastructure and how critical it is to keep this infrastructure healthy and updated with changing times. UIDAI infrastructure plays a key role in the same and this has further strengthened our resolve to continuously improve and keep it updated for the benefit of the people and the country.

Dr. Saurabh Garg, IAS

COMPOSITION OF UIDAI



Dr. Anand Deshpande
Member (Part-Time), UIDAI

Dr. Anand Deshpande is a part-time member of the Unique Identification Authority of India (UIDAI) since 8 September 2016.

Dr. Anand Deshpande, Founder, Chairman and Managing Director of Persistent Systems, is a B. Tech. (Hons.) in Computer Science and Engineering from the IIT, Kharagpur and a M.S. and Ph.D. in Computer Science from Indiana University, Bloomington, Indiana, USA. He has been the driving force in growing Persistent Systems from its inception in 1990, to the publicly traded global company it is today.

COMPOSITION OF UIDAI



Dr. Saurabh Garg
Chief Executive Officer, UIDAI

Dr. Saurabh Garg is the Chief Executive Officer of Unique Identification Authority of India. Prior to this he was Principal Secretary, Odisha where he worked on digitalizing agriculture and developing a direct income transfer scheme for farmers. He has worked in the Ministry of Finance, Government of India. He has also worked in the areas of developing urban and industrial infrastructure.

Dr. Garg is an IAS officer of Odisha Cadre and has over 30 years of experience at different levels of Government as well as in the Private Sector. He has also worked as Adviser with the World Bank in the office of the Executive Director for India in Washington DC. He has been the Chairman/Managing Director of Public Sector Companies.

Dr. Garg holds a Ph.D. in International Economics and Development from the Johns Hopkins University, USA. He has an MBA from the Indian Institute of Management, Ahmedabad, where he was awarded a Gold Medal, and a B.Tech. from the Indian Institute of Technology, New Delhi. He was a Chevening Gurukul Fellow at the London School of Economics & Political Science, London.

He has published articles and contributed to books in different areas including innovations in administration, infrastructure financing and financial inclusion.



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1. AN OVERVIEW

1.1 THE YEAR 2021-22

1.1.1 The year 2021-22 started with the second wave of corona virus which posed a fresh challenge to the country. We witnessed a tough period during April-June 2021 where our medical system was seriously challenged by the pandemic and brought with it the economic downturn. However, vaccinations also picked up pace during this period and the country was able to administer more than 175 crore vaccinations to its population till March 2022. As a result, the country recovered from the pandemic and the economic activity picked up again. Lot of organisations opened their offices and called their workforce back. The country witnessed sharp growth in this period and continued to remain one of the fastest growing economy in the world.

1.1.2 Aadhaar card played a crucial role in the vaccination process as it is the most preferred means of proving identity for vaccinations by the residents in the country. The online Aadhaar services ensured that citizens can continue to access Aadhaar services and other benefits even during lockdowns while being at home. This ensured that residents were not deprived of the Aadhaar services due to the pandemic and subsequent lockdowns.

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 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 universally for the residents of India 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).

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.

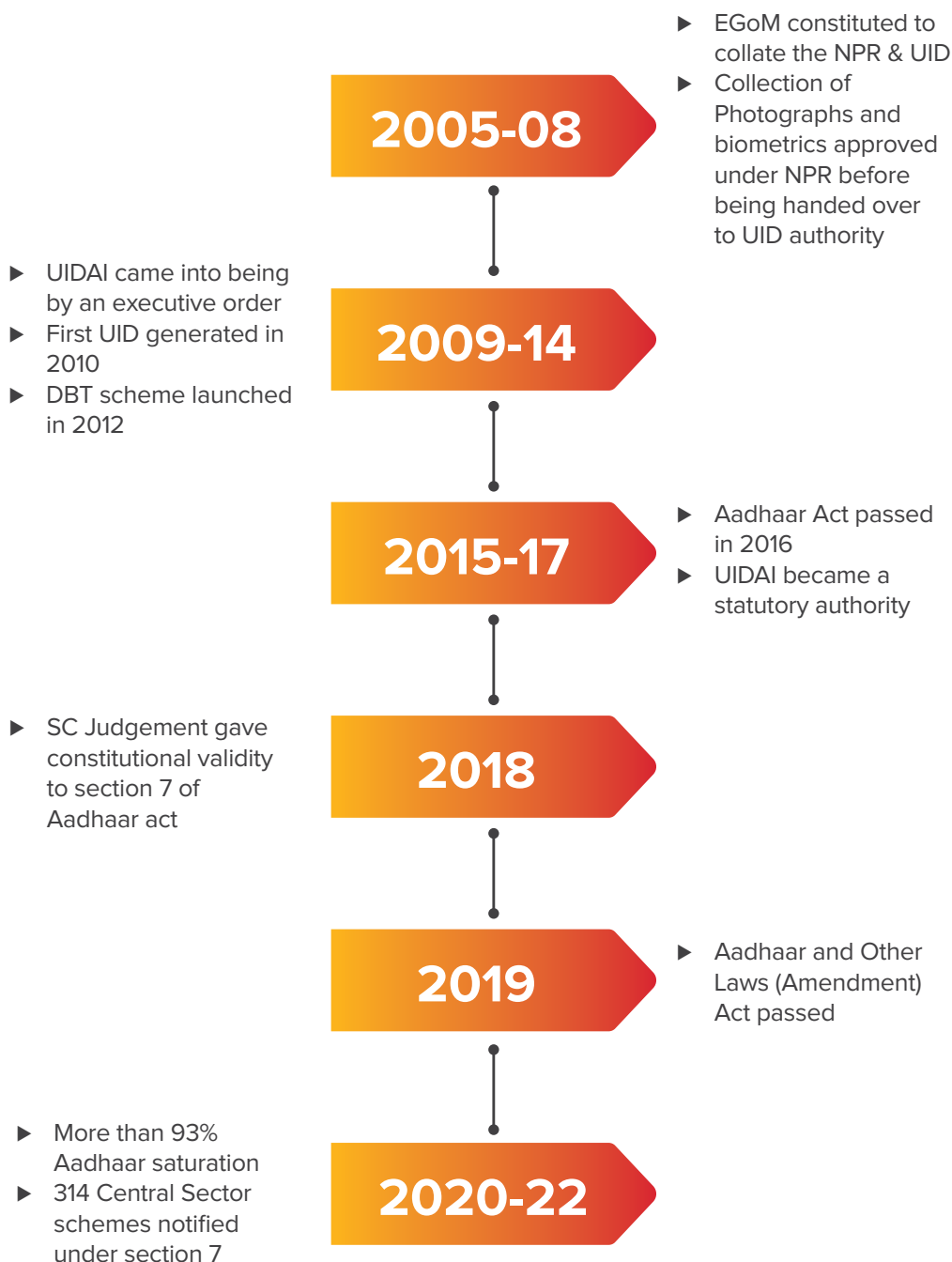


1.4 MANDATE OF UIDAI

The Unique Identification Authority of India is mandated to develop the policy, procedure and system for issuance of Aadhaar number to each resident individual and perform

authentication. UIDAI also has the responsibility to take necessary measures to ensure that the information stored in the Central Identities Data Repository (CIDR) is secured and protected against unauthorized access or misuse.

1.5 JOURNEY OF AADHAAR





1.5.1 First Unique ID (UID), popularly known as Aadhaar, was generated on 29 September 2010. Since then, more than 132.96 crore Aadhaar numbers have been generated and issued to the residents of India till 31 March 2022. 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 resident.

1.5.2 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 132.96 crore Aadhaar have been generated till 31 March 2022 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.

A hand in a dark suit sleeve holds a glowing lightbulb. The background features a faint world map and a large white arrow pointing left. A red vertical bar is on the far left.

1.6 VISION, MISSION AND CORE VALUES

VISION

To empower residents of India with a unique identity and a digital platform to authenticate anytime, anywhere

MISSION

- ▶ To provide for good governance, efficient, transparent and targeted delivery of subsidies, benefits and services, the expenditure for which is incurred from the consolidated Fund of India, to individuals residing in India through assigning of unique identity numbers.
- ▶ To develop policy, procedure and system for issuing Aadhaar number to residents of India, who request for same by submitting their demographic information and biometric information by undergoing the process of enrolment.
- ▶ To develop policy, procedure and systems for Aadhaar holders for updating and authenticating their digital identity.
- ▶ Ensure availability, scalability and resilience of the technology infrastructure.
- ▶ Build a long term, sustainable organization to carry forward the vision and values of the UIDAI.
- ▶ To ensure security and confidentiality of identity information and authentication records of individuals.
- ▶ To ensure compliance of Aadhaar Act by all individuals and agencies in letter and spirit.
- ▶ To make regulations & rules consistent with the Aadhaar Act, for carrying out the provisions of the Aadhaar Act.





CORE VALUES

- ▶ We believe in facilitating good governance
- ▶ We value integrity
- ▶ We are committed to inclusive nation building
- ▶ We pursue a collaborative approach and value our partners
- ▶ We will strive towards excellence in services to residents and service providers
- ▶ We will always focus on continuous learning and quality improvements
- ▶ We are driven by innovation and provide a platform for our partners to innovate
- ▶ We believe in a transparent and open organization





1.7 OBJECTIVES OF UIDAI

UIDAI was created with the objective to issue Unique Identification (UID) numbers, named as “Aadhaar”, to all residents of India that:

- ▶ Is robust enough to eliminate duplicate and fake identities and
- ▶ Can be verified and authenticated anytime, anywhere in an easy and cost-effective way.

1.8 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 Headquarters (HQs) 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 two Data Centres – one at Hebbal (Bengaluru) in

Karnataka and the other at Manesar (Gurugram) in Haryana. Recently, Authority during its 28th meeting held on 14.09.21 approved opening of 5 State level Offices for better coordination with State Governments. Organization structure of UIDAI is depicted in Figure 1.

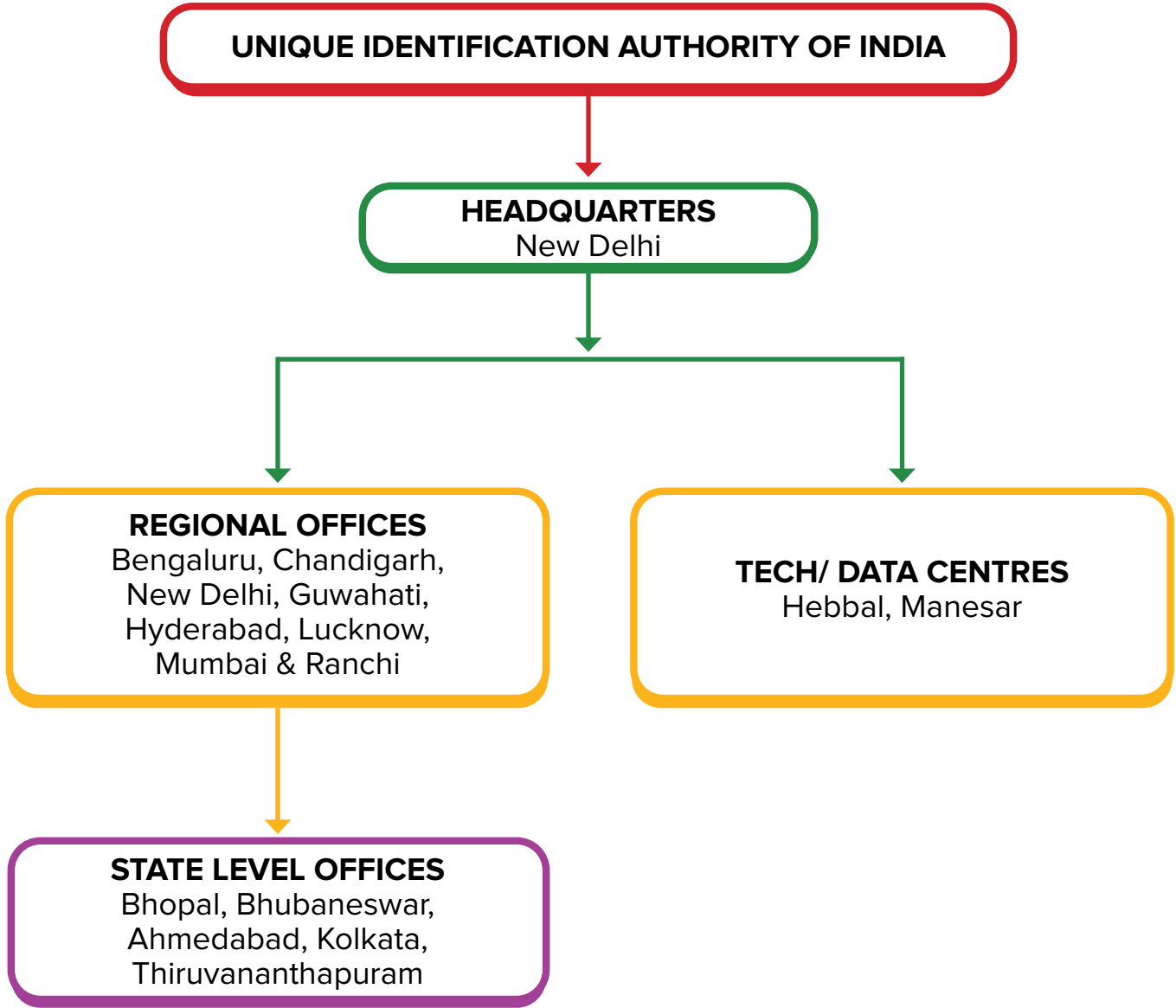


Figure 1 - Organization Structure





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 31 March 2022, is portrayed in Table 1.

Table 1 - Present Composition

S.No.	Member Name and Details	Designation
1	Dr. Anand Deshpande Founder, Chairman and Managing Director of Persistent Systems	Member (Part-time)
2	Dr. Saurabh Garg IAS (OR:1991)	Chief Executive Officer (CEO) and Member Secretary

The position of Chairman (Part-time) and a Member (Part-time) is vacant.

2.2 COMPOSITION OF HEADQUARTERS

At the Headquarters, 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, Section Officers and Assistant Section Officers. Organogram of UIDAI Headquarters is illustrated in Figure 2



UIDAI HQ Building, New Delhi



Organogram – Headquarters*

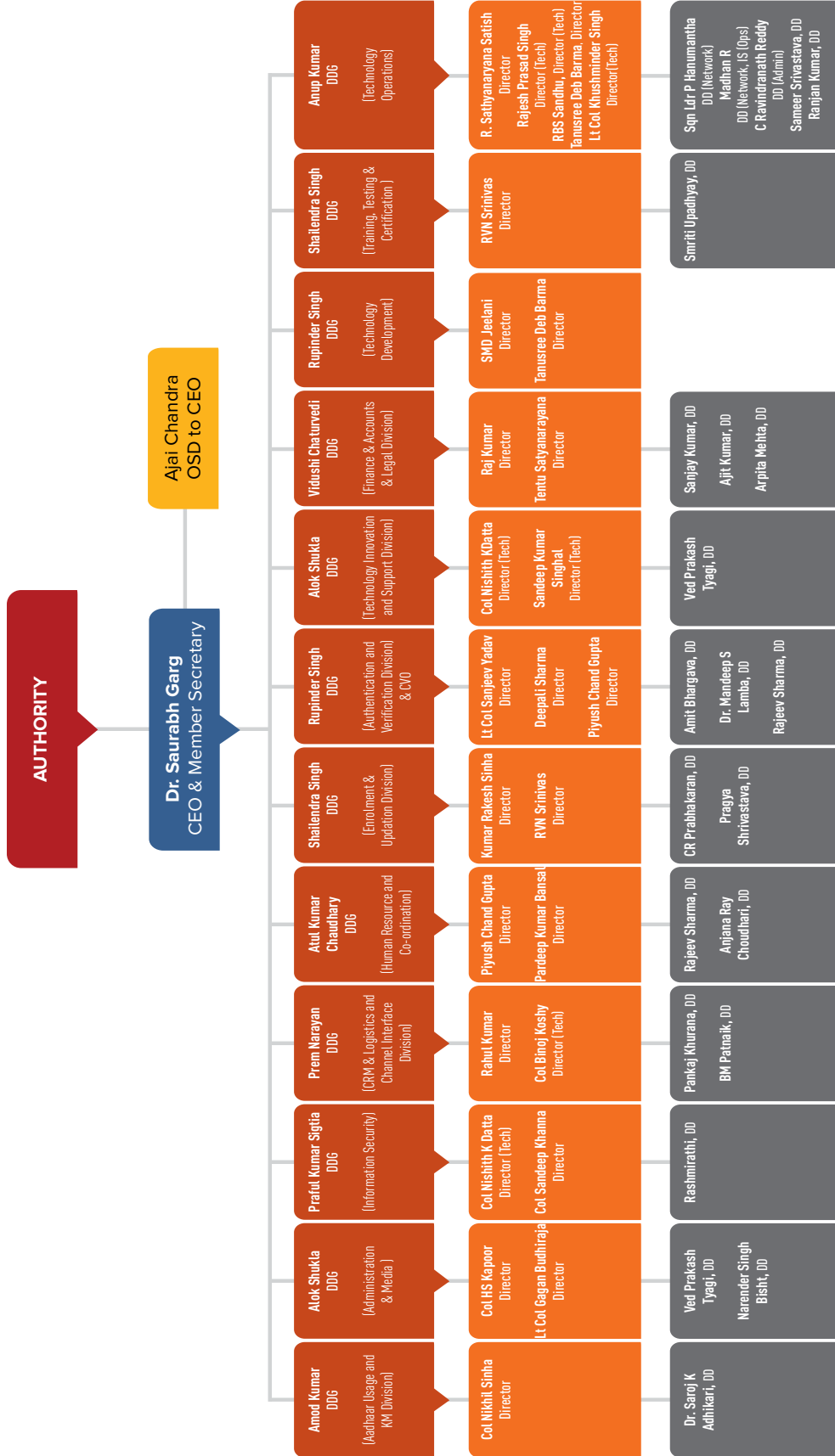


Figure 2 - Organogram of UIDAI Headquarters

*As on 31st March 2022



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. The newly opened 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
RO Bengaluru	Karnataka, Kerala, Lakshadweep, Puducherry, Tamil Naidu
RO Chandigarh	Chandigarh, Haryana, Himachal Pradesh, Jammu & Kashmir, Punjab
RO New Delhi	Madhya Pradesh, Delhi, Rajasthan, Uttarakhand
RO Guwahati	Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim, Tripura
RO Hyderabad	Andaman and Nicobar Islands, Andhra Pradesh, Chhattisgarh, Odisha and Telangana
RO Lucknow	Uttar Pradesh
RO Mumbai	Dadra & Nagar Haveli and Daman & Diu, Goa, Gujarat and Maharashtra
RO Ranchi	Bihar, Jharkhand and West Bengal



Table 3 – State Level Offices & their jurisdiction

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



Organogram – Regional Offices*

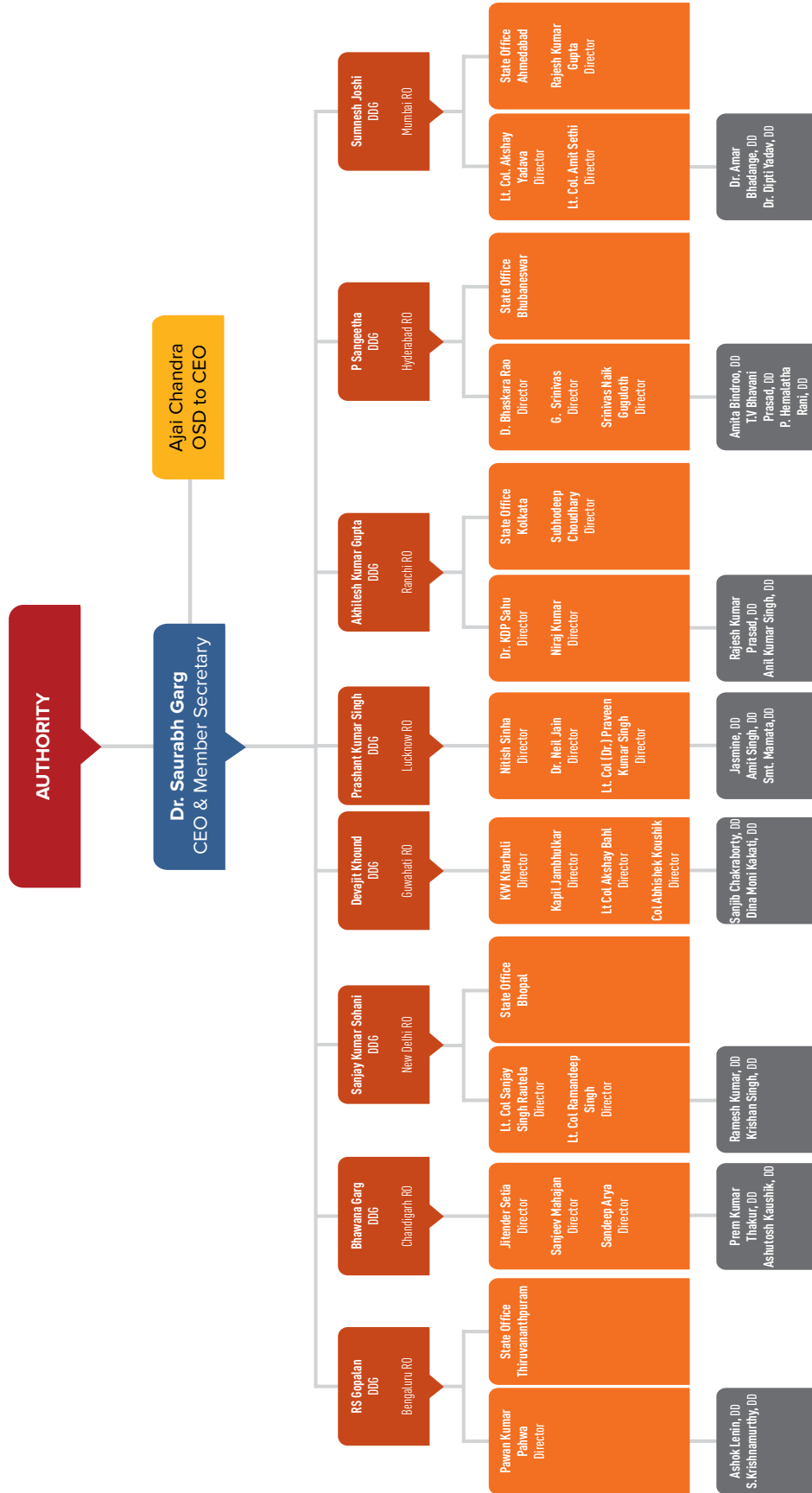


Figure 3 - Organogram of UIDAI Regional Offices

*As on 31st March 2022



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 a resident after she undergoes the process of Aadhaar enrolment, inter-alia by submitting her demographic and biometric information.

3.1.2 Once residents enrol, they can use the Aadhaar number to authenticate and establish their identity using electronic means or through offline verification, as the case may be, through various modes of authentication as prescribed under Aadhaar Act, 2016 and it eliminates the hassle of repeatedly providing supporting identity documents each time a resident wishes to access services, benefits and subsidies.

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

3.1.4 With the Aadhaar platform providing accurate and transparent information about the services delivery mechanism, government can improve disbursement system and utilize scarce development funds optimally including better human resource utilization involved in the service delivery network. Therefore, to ensure high throughput, inclusion and year-round

availability of effective and efficient services and to authenticate anytime, anywhere, UIDAI has created several ecosystems and operates them as per the Aadhaar Act and its regulations catering to residents’ 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)

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 residents. As per the Aadhaar (Enrolment and Update) Regulations, 2016, the enrolment process of Aadhaar – the Unique Identification (UID) number – begins with a resident submitting her information to the enrolling agency at the enrolment centre with supporting documents by filling the enrolment form, getting demographic and biometric data captured and submitting Proof of Identity (PoI), Proof of Address (PoA) and Proof of Date of Birth (PoDoB) documents as per the list of documents prescribed in Annexure III.

3.2.2 As on 31st of March 2022 there are 53,816 Aadhaar enrolment and update centres across the country run by Banks, Post Offices, CSC, Aadhaar Seva Kendras (ASKs), BSNL and State Governments as UIDAI's Registrars. At the centre, after the enrolment operator enters the details in the system, the resident verifies the accuracy of information captured for enrolment/update and on completion of the process collects acknowledgement slip containing enrolment ID. In addition to the above, 36,129 Child Enrolment Lite Client (CELC) kits are also available in the field to facilitate enrolment of children under the age of 5.



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 132.96 crore Aadhaar (126.79 crore Live Aadhaar) till 31st March 2022. The coverage of Aadhaar in 25 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 2022.

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. Residents 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 472.99 crore has been granted to 29 States/8 UTs/3 Departments and 2 Central Ministries since the start of the UIDAI project till 31st March 2022. The assistances were provided in 3 different phases as per the policy framed there under.

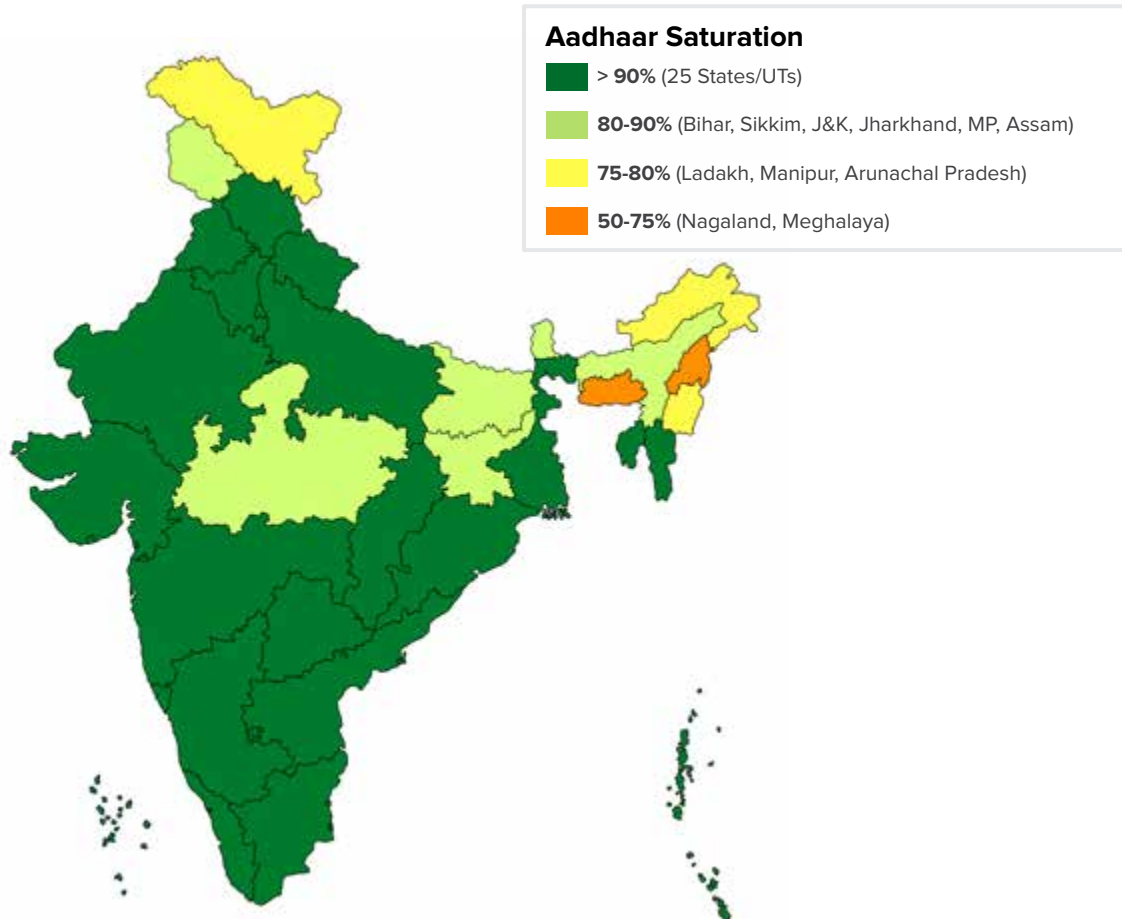


Figure 4 - Aadhaar saturation status across States/UTs (as on 31 March 2022)



3.2.6 Residents can also update their demographic details (Name (minor change), Gender, Date of Birth & Address) in Aadhaar through online portal <https://myaadhaar.uidai.gov.in/> (earlier SSUP) portal. Resident shall be charged @ ₹50 per packet for updating their data.

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 temporary centre set up by an enrolling agency for carrying out enrolment of residents and updating their information.
4. **Introducer:** Persons having valid Aadhaar, authorized by Registrars to introduce residents who do not possess any of the prescribed supporting documents.
5. **Operator:** The certified personnel employed by enrolling agencies to execute the process of enrolment at the enrolment centres.
6. **Supervisor:** The certified personnel employed by enrolling agencies to operate and manage the enrolment centres.

7. **Verifier:** The personnel appointed by Registrars for verification of documents at enrolment centres.

3.4 ENROLMENT PROCESS

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

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

3.4.3 UIDAI process accepts extensive range of PoI, PoA and PoDoB documents, mentioned in Annexure III. If a family member does not have valid documents, she can still enrol for Aadhaar, if her name exists in the family entitlement document. In such a case, Head of Family (HoF) in the entitlement document first needs to be enrolled herself with valid PoI, PoA and PoDoB documents. Thereafter, the HoF can introduce other members of the family for Aadhaar enrolment by submitting Proof of Relationship (PoR) document. UIDAI accepts many documents as Proof of Relationship (PoR) as mentioned in Annexure III. In case, there is no valid document available, the resident may take the help of 'Introducer' which is validated by the Registrar.

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 resident has the option to give her e-mail ID and mobile number. In respect of children below 5 years, only name,

gender, DoB and facial image of the child and Aadhaar/enrolment ID of either of the parents are captured.



Enrolment camp for nomads in Zaskar, Ladakh

3.4.6 To summarize, there are three approaches for enrolment:

Document Based

Submission of one valid Proof of Identity (PoI) document and one valid Proof of Address (PoA) document

Head of Family (HoF) Based

Head of Family (HoF) once enrolled herself/himself may introduce the family member/s by means of documents which establish their Proof of Relationship (PoR)

Introducer Based

In the absence of valid Proof of Identity (PoI) document and valid Proof of Address (PoA) document, an introducer's service can be leveraged. An introducer is a person appointed by the Registrar and should have a valid Aadhaar number



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 resident is excluded from Aadhaar.



Enrolment camp at mental hospital, Bilaspur

3.5 AADHAAR ENROLMENT PROGRESS

3.5.1 Since the generation of first Aadhaar in September 2010, Aadhaar enrolment has grown exponentially and over 132.96 crore Aadhaars have been generated as on 31st March 2022. The journey of Aadhaar and year-wise progression is portrayed in Graph 1. Cumulative Aadhaar generation is depicted in Graph 2. During the year 2021-22, month-wise Aadhaar generation data is portrayed in Table 4.

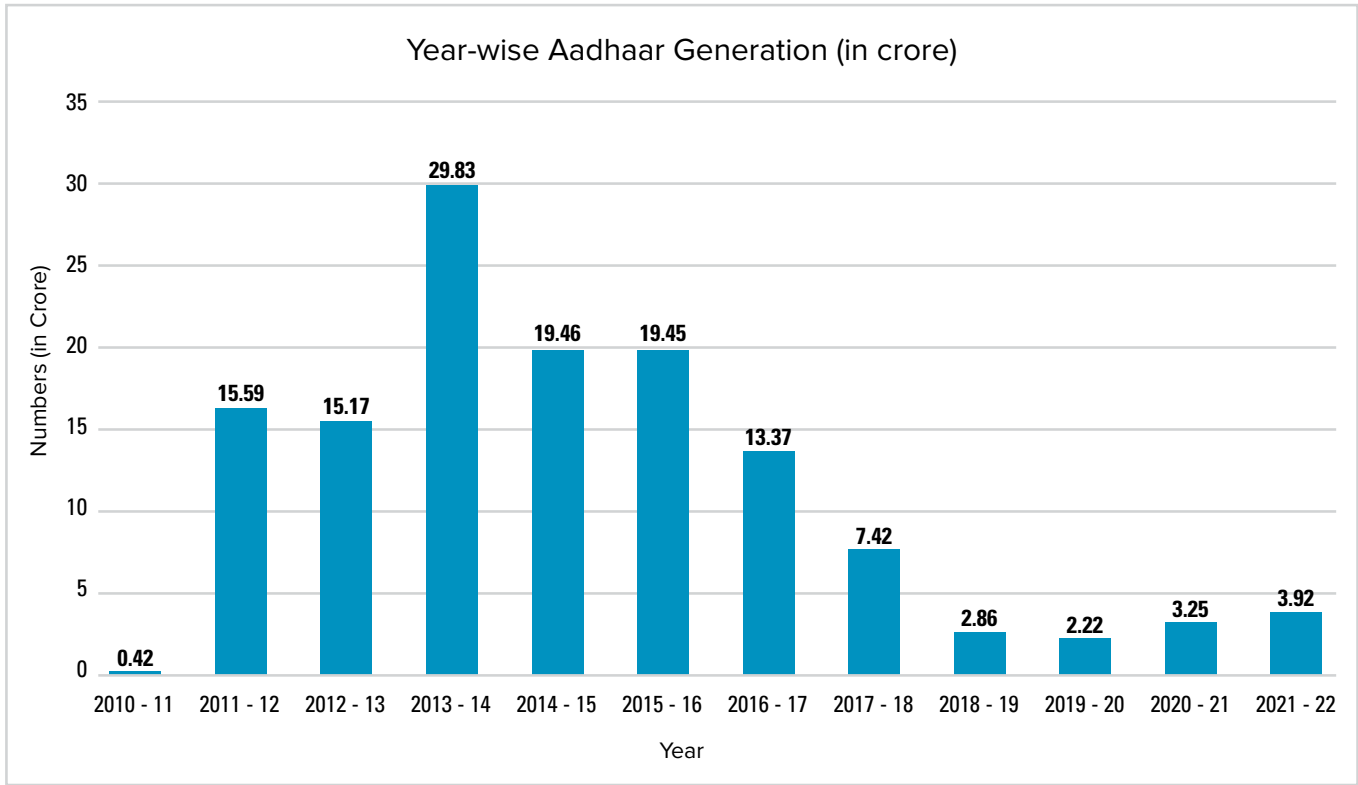
3.5.2 To assess the progress made in the Aadhaar enrolment, the number of Aadhaar issued has to be weighed in terms of percentage to the population. The official census figures

pertain to the year 2011. So to make a reasonable assessment, estimated population need to be calculated on the available census figures and the birth and death rates. The population, hence, projected as on 31st March 2022 is 137.29 crore.

3.5.3 An Aadhaar number is issued only once and the same is never re-issued. However, the actual number of Aadhaar holders would always be lesser due to deaths. Hence, the concept of “Live Aadhaar” has been introduced to depict the number of alive persons holding Aadhaar. The number of Live Aadhaar issued as on 31st March 2022 is estimated at 126.79 crore. State-wise Live Aadhaar saturation as on 31st March 2022 is given at Annexure IV.



Graph 1 - Year-wise Aadhaar Generation (September 2010 to March 2022)



Graph 2 - Cumulative Aadhaar Generation (September 2010 to March 2022)

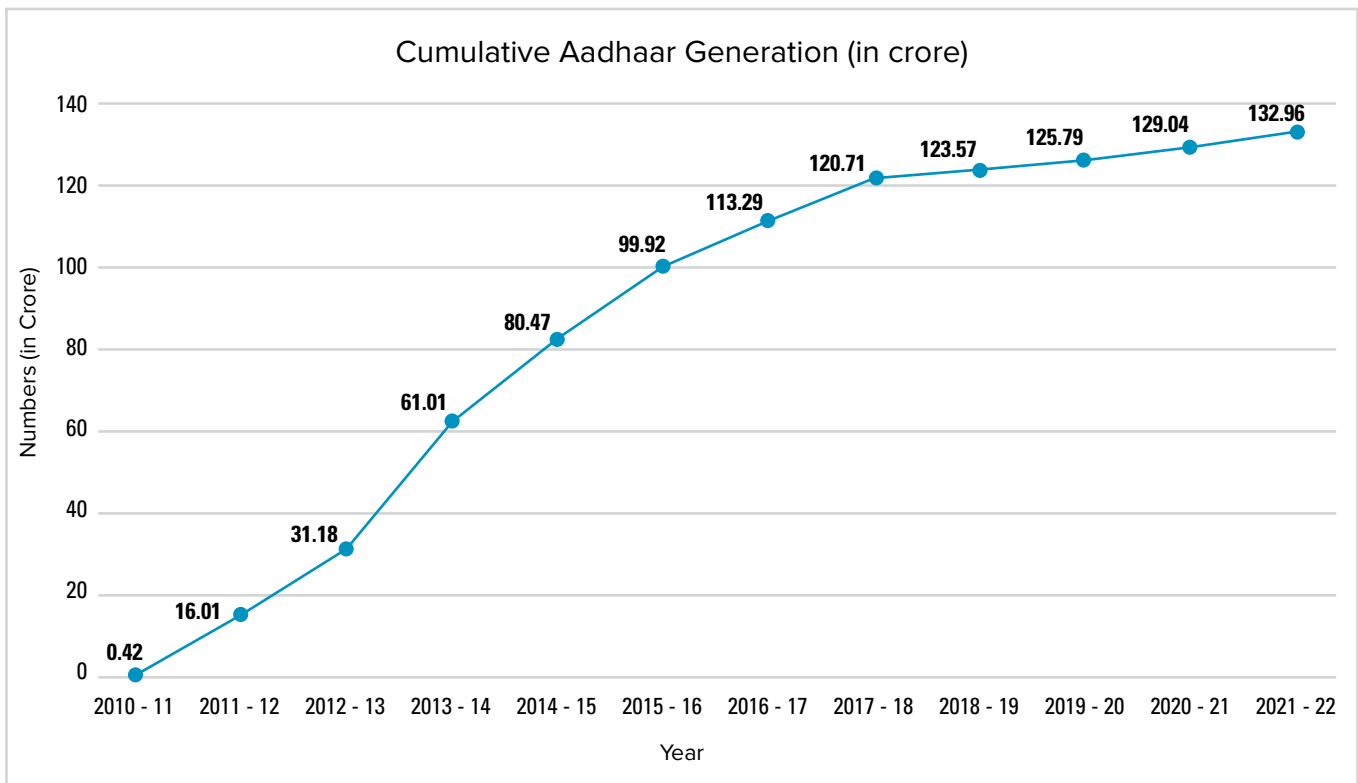




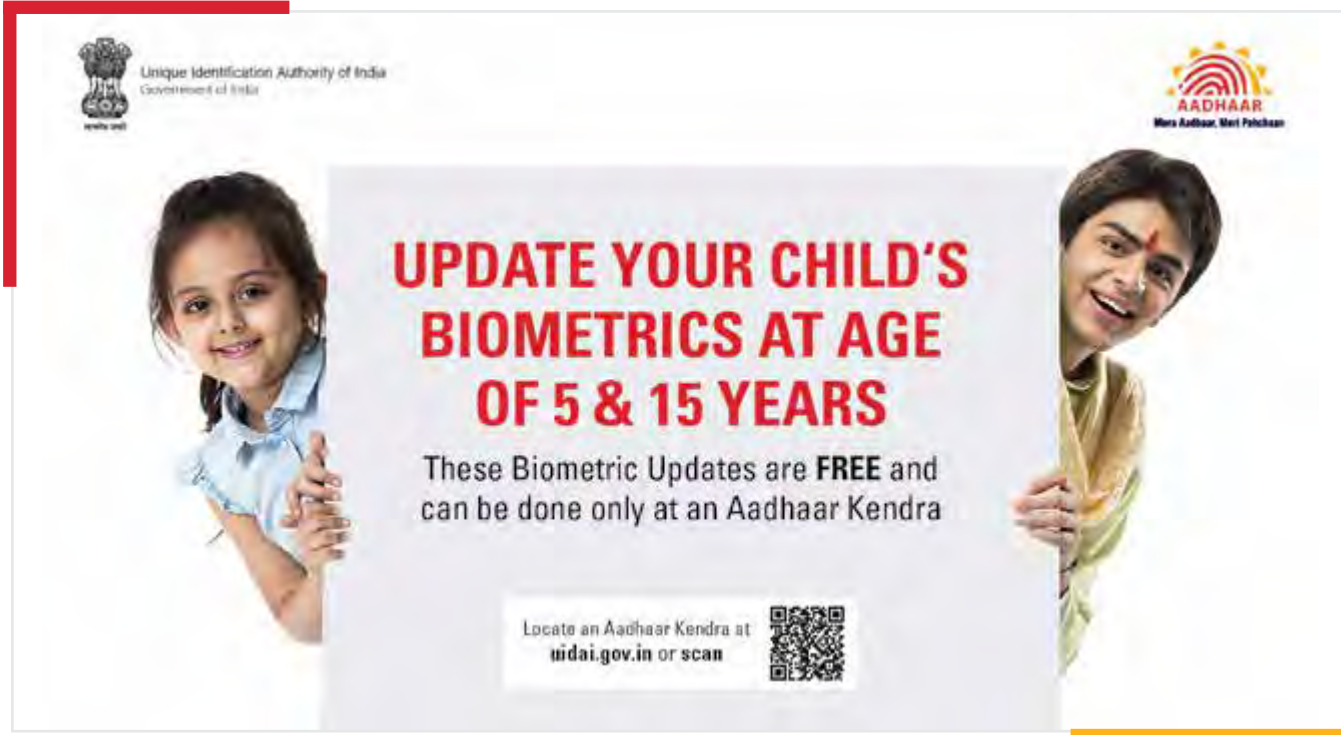
Table 4 - Month-wise Aadhaar Generation (2021-22)

Month	Month-wise Aadhaar generation (in Lakh)
April 2021	22.23
May 2021	12.02
June 2021	29.72
July 2021	39.72
August 2021	45.74
September 2021	35.46
October 2021	45.19
November 2021	28.43
December 2021	36.09
January 2022	29.08
February 2022	33.15
March 2022	35.84
Total	392.67

3.5.4 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 years. To cover the remaining population in the above age group, UIDAI has partnered with Ministry of Women & Child Development (MoWCD) and Department of School Education & Literacy for enrolling children at anganwadis and schools, respectively.

3.6 AADHAAR DATA UPDATE

3.6.1 The Aadhaar number is a lifetime number issued to the resident. Apart from the biometric attributes of a resident, the demographic details – name of the resident, address, date of birth (DoB), gender and mobile number/email (optional) are stored in the UIDAI database. While demographic details are usually subject to change during the lifetime of a resident due



to change of address, mobile number and change of name post marriage, the biometric attributes need to be updated by the children upon attaining the age of 5 and 15 years, or due to ageing/mishap leading to loss/change of biometrics. Accordingly, the demographic and biometric fields linked to an Aadhaar number need to be updated so as to ensure accuracy of information stored in the database and to be relevant for authentication purpose.

3.6.2 There are broadly two modes available to a resident 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 a resident can update address with valid supporting document. Those residents whose mobile numbers are already captured in Aadhaar can avail this facility.

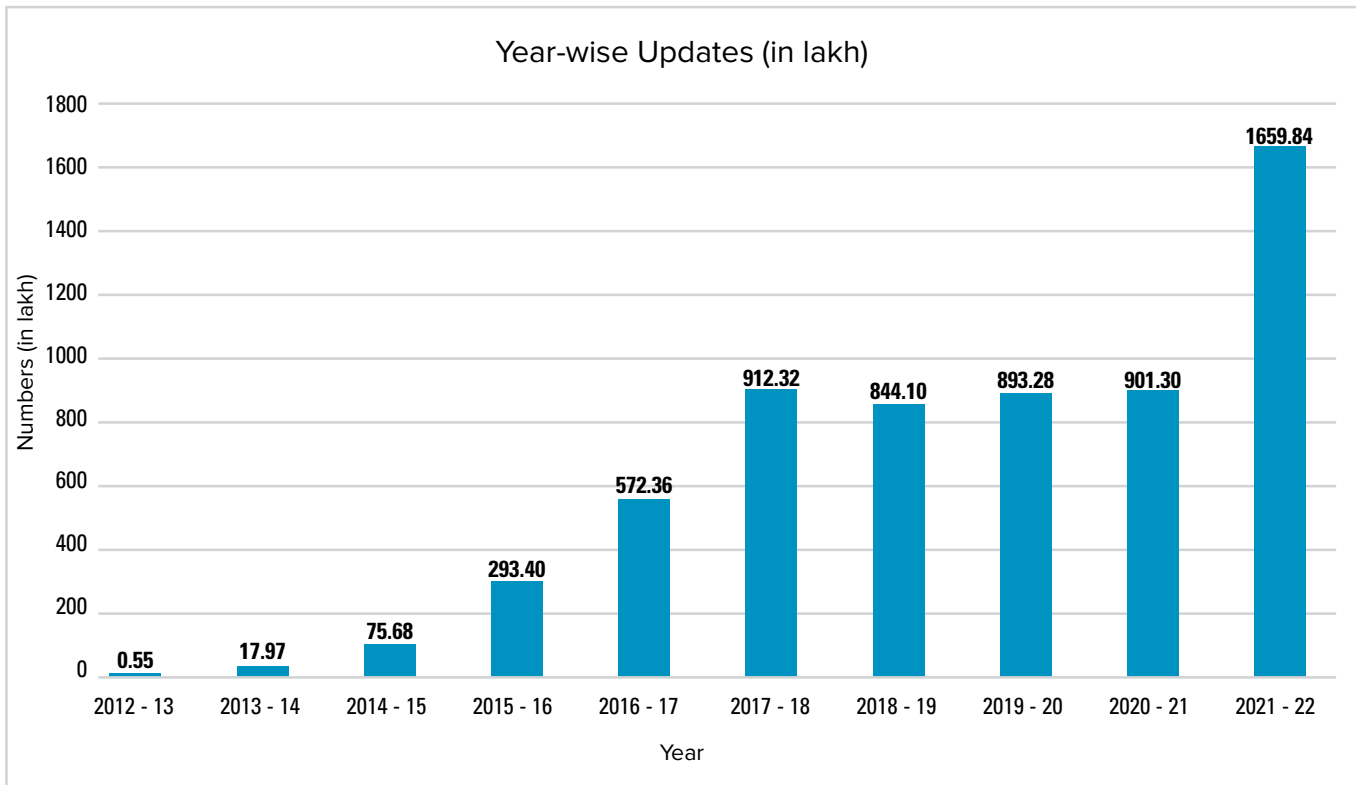
- ▶ **By visiting Aadhaar Enrolment and Update Centre:** A resident can visit any of the 53,816 Aadhaar enrolment and update centres located in designated bank branches, post offices, ASK, CSC, UTIITSL or other Government offices to update any demographic or biometric data. In addition to the above, 36,129 Child Enrolment Lite Client (CELC) kits are also available in the field to facilitate the enrolment of children under the age of 5.

3.6.3 As on 31st March 2022, 61.70 crore demographic and biometric updates have taken place since inception. Year-wise Aadhaar update since 2012 is shown in Graph 3.

3.6.4 Aadhaar enrolment and mandatory biometric update of children are provided free of cost for residents. However, nominal fees as illustrated in Figure 5 are levied for other services.



Graph 3 - Year-wise Aadhaar Updates



CHARGES FOR AADHAAR SERVICES

- Aadhaar Enrolment
FREE
- FREE
Mandatory Biometric Update with or without Demographic Update
- Demographic Update
(Name, Address, Date of Birth, Gender, Mobile Number, Regional Language, E-mail)
₹50*
- ₹100*
Biometric Update with or without Demographic Update

*Inclusive of all applicable taxes

DO NOT PAY EXTRA

If the centre/ operator asks you to pay more,

REPORT

Call 1947

File a complaint at: uidai.gov.in

SCAN to complain:

Figure 5 - Charges payable by a resident for various Aadhaar services (as on 31 March 2022)



3.7 AADHAAR SEVA KENDRA

3.7.1 UIDAI has planned to set up 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 residents secure and prior appointment based comfortable experience for Aadhaar enrolment and update services. These ASKs are designed to provide higher service capacity, air-conditioned surroundings, multiple enrolment counters, seating arrangement and electronic token system besides other amenities on all 7 days of the week. All ASKs are wheel-chair friendly and have special provisions to service the elderly or specially abled/divyaangs. 79 ASKs have been made operational as on 31st March 2022.

3.7.2 To establish and run these 88 ASKs across 72 cities in the country, UIDAI had engaged two service providers. Residents, 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 residents, UIDAI has launched online appointment booking facility. All UIDAI-run Aadhaar Seva Kendras follow the online appointment system where any resident can book an appointment for Aadhaar enrolment or update at any ASK in the vicinity as per her choice. A resident can book an appointment for herself or a family member from the following link: <https://appointments.uidai.gov.in/bookappointment.aspx>



ASK Service process



Aadhaar enrolment of a resident at Aadhaar Seva Kendra, Itanagar

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

3.9 AUTHENTICATION ECOSYSTEM

3.9.1 UIDAI provides online authentication using demographic and biometric data. The UID (Aadhaar) number, which uniquely identifies a resident, gives individuals the means to clearly establish their identity to public and/or private agencies across the country. Aadhaar online authentication allows verification of Aadhaar number of the resident and serves as proof of identity. Aadhaar formally launched fingerprint based online authentication on 7 February 2012, iris based authentication, OTP authentication, e-KYC services on 24 May 2013 and Face Authentication on 15 October 2021.

3.9.2 Subsequently, various schemes like PDS, MGNREGS, National Social Assistance Program, scholarships and LPG subsidy have been integrated with Aadhaar for targeted delivery of service. 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 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 residents.

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):

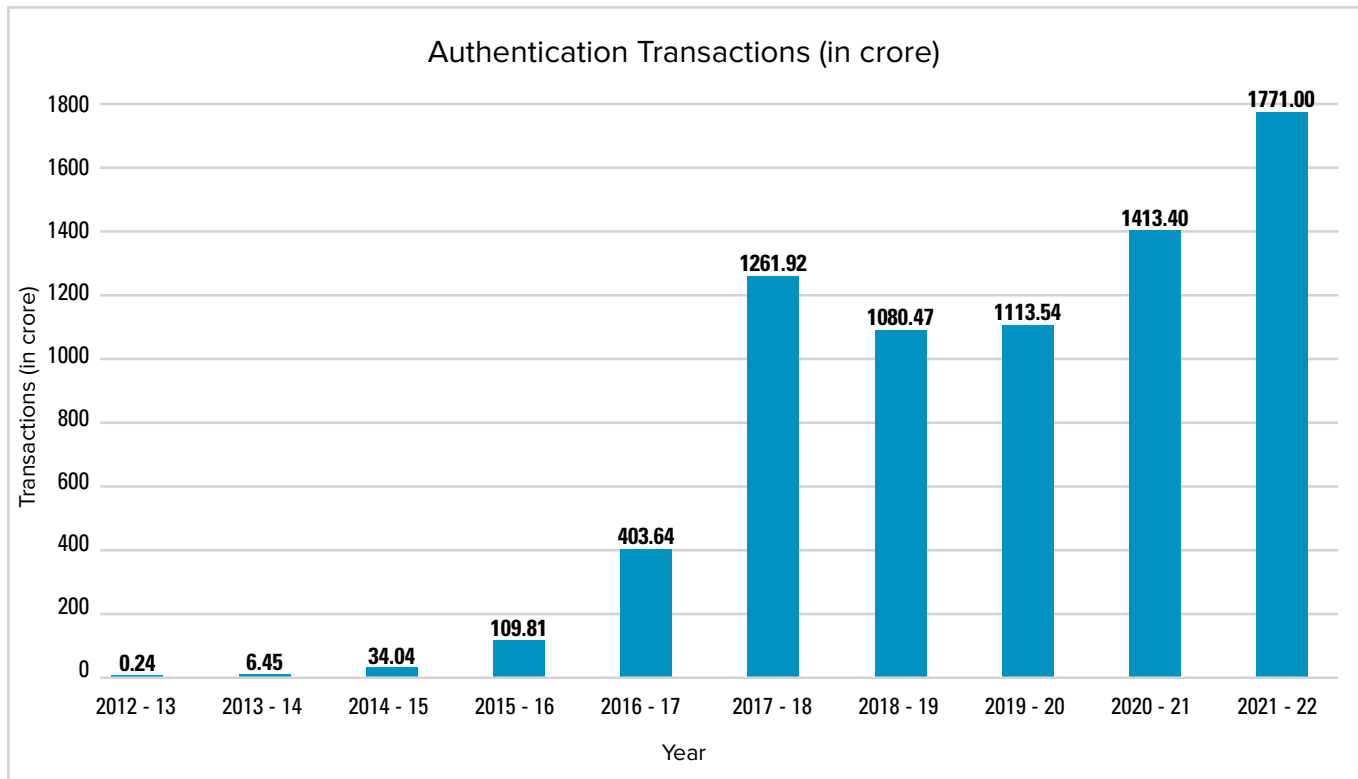
UIDAI provides Yes/No authentication services through requesting entities called Authentication User Agency (AUA). AUA is any government/public legal entity registered in India that uses Aadhaar authentication for providing its services to the residents. An AUA is connected to the UIDAI Data Centre/Central 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. There are 169 AUAs active as on 31 March 2022. Since inception, 7194.51 crore authentications including 1147.25

crore e-KYC transactions have been performed by requesting entities till 31 March 2022.

Year-wise as well as cumulative Aadhaar authentication transactions are portrayed in Table 5, Graph 4 and Graph 5. Similarly, month-wise Aadhaar authentication transactions during 2021-22 are depicted in Table 6.

2. e-KYC User Agency (KUA): KUA is a requesting entity which, in addition to being an AUA, uses e-KYC authentication facility. As on 31 March 2022, 160 KUA entities are active on Aadhaar platform and as on 31 March 2022, 1147.25 crore e-KYC transactions have been performed since inception.

Graph 4 - Year-wise Aadhaar Authentication Transactions





Graph 5 - Cumulative Authentication Transactions

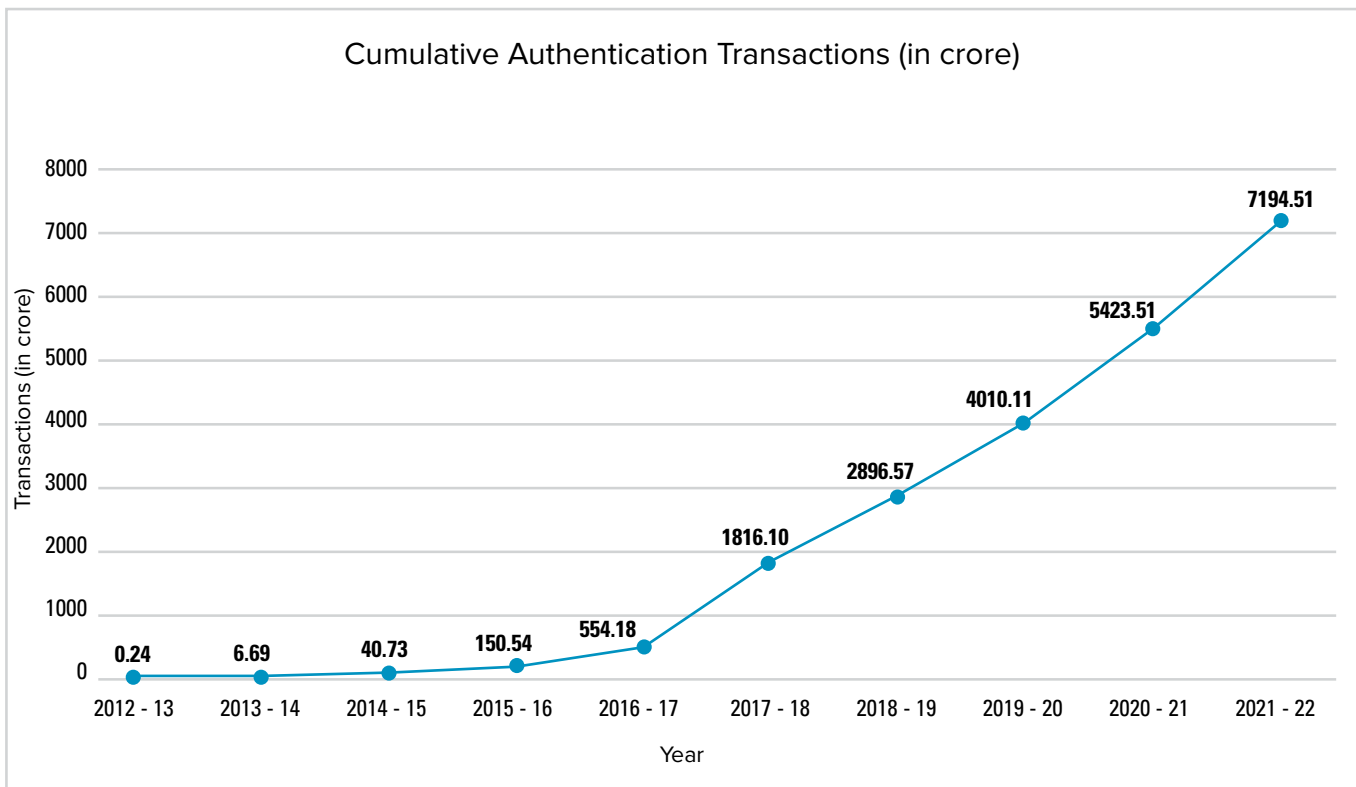


Table 5 - Year-wise and Cumulative Authentication Transactions

Year	Authentication Transactions (in Crore)	Cumulative Transactions (in Crore)
2012-13	0.24	0.24
2013-14	6.45	6.69
2014-15	34.04	40.73
2015-16	109.81	150.54
2016-17	403.64	554.18
2017-18	1,261.92	1,816.10
2018-19	1,080.47	2,896.57
2019-20	1,113.54	4,010.11
2020-21	1,413.40	5,423.51
2021-22	1,771.00	7,194.51



Table 6 - Month-wise Authentication Transactions (2021-22)

Month	Authentication Transactions (in Crore)
April 2021	99.86
May 2021	99.00
June 2021	119.41
July 2021	142.45
August 2021	151.36
September 2021	153.39
October 2021	154.68
November 2021	153.52
December 2021	186.23
January 2022	186.21
February 2022	150.12
March 2022	174.77
Total	1,771.00

3. Authentication Service Agency (ASA): ASA is an agency that has secured leased line connectivity with CIDR. 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 22 active ASAs as on 31 March 2022.

3.11 AADHAAR AUTHENTICATION SERVICES

3.11.1 Aadhaar authentication is the process wherein Aadhaar number, along with other attributes (demographic/biometrics/OTP) is submitted to UIDAI's Central Identities Data Repository (CIDR) for verification; the CIDR verifies whether the data submitted matches the data available in CIDR and responds with



a “Yes/No”. No personal identity information is returned as part of the response. The purpose of authentication is to enable residents to establish their identity to service providers to confirm whether the residents 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

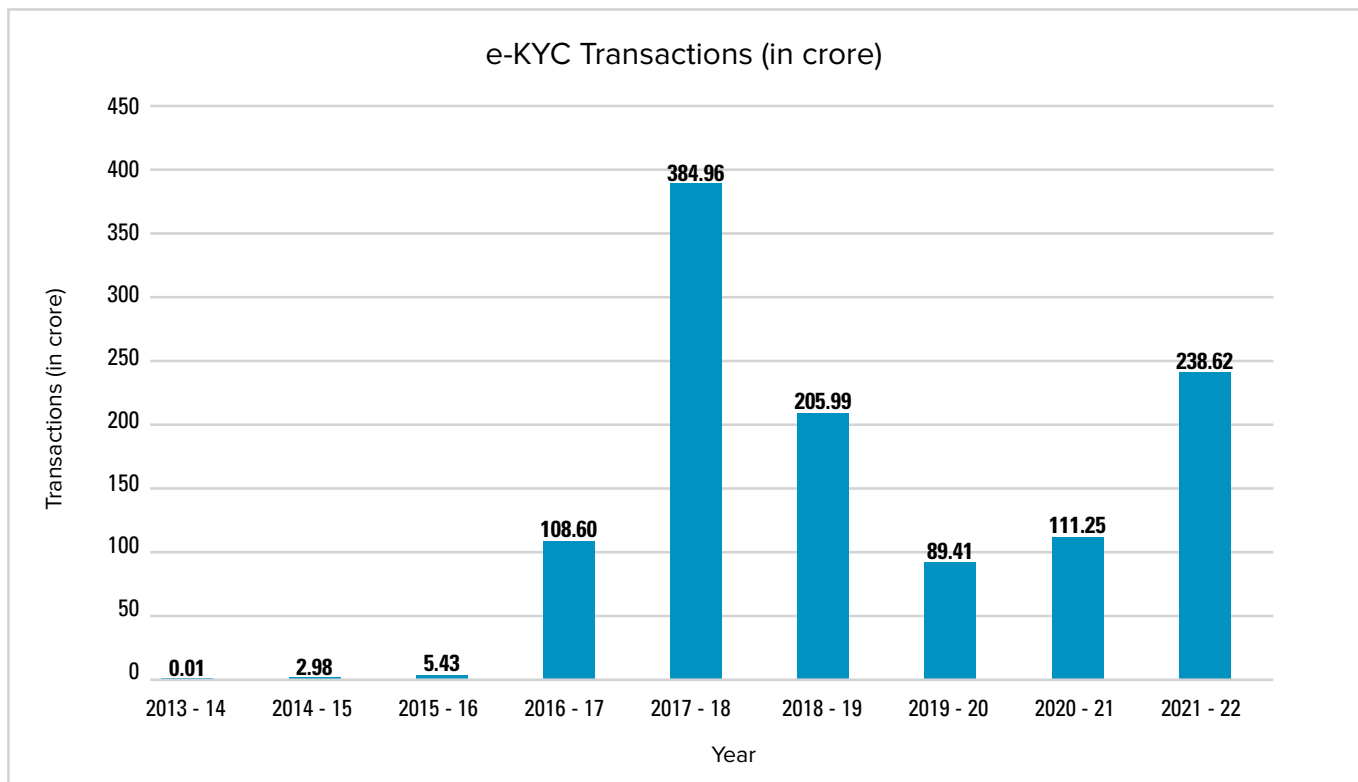
There are two types of authentication facilities provided by the Authority, namely:

1. “Yes/No” Authentication: UIDAI started “Yes/No” authentication facility in February 2012. The requesting entity sends Aadhaar and demographic and/or biometric information and/or

OTP from the Aadhaar number holder in encrypted format. UIDAI validates the input parameters against the data stored therein and returns a ‘Yes’ or ‘No’ response.

2. e-KYC Authentication: UIDAI started e-KYC authentication facility in May 2013. The requesting entity sends Aadhaar and biometric information and/or OTP from the Aadhaar number holder in encrypted format. UIDAI validates the input parameters against the data stored therein and return a digitally signed e-KYC authentication response with encrypted e-KYC data. Year-wise as well as cumulative e-KYC transactions are portrayed in Table 7, Graph 6 and Graph 7. Similarly, month-wise Aadhaar authentication transactions during 2021-22 are depicted in Table 8.

Graph 6 - Year-wise e-KYC Transactions





Graph 7 - Cumulative e-KYC Transactions

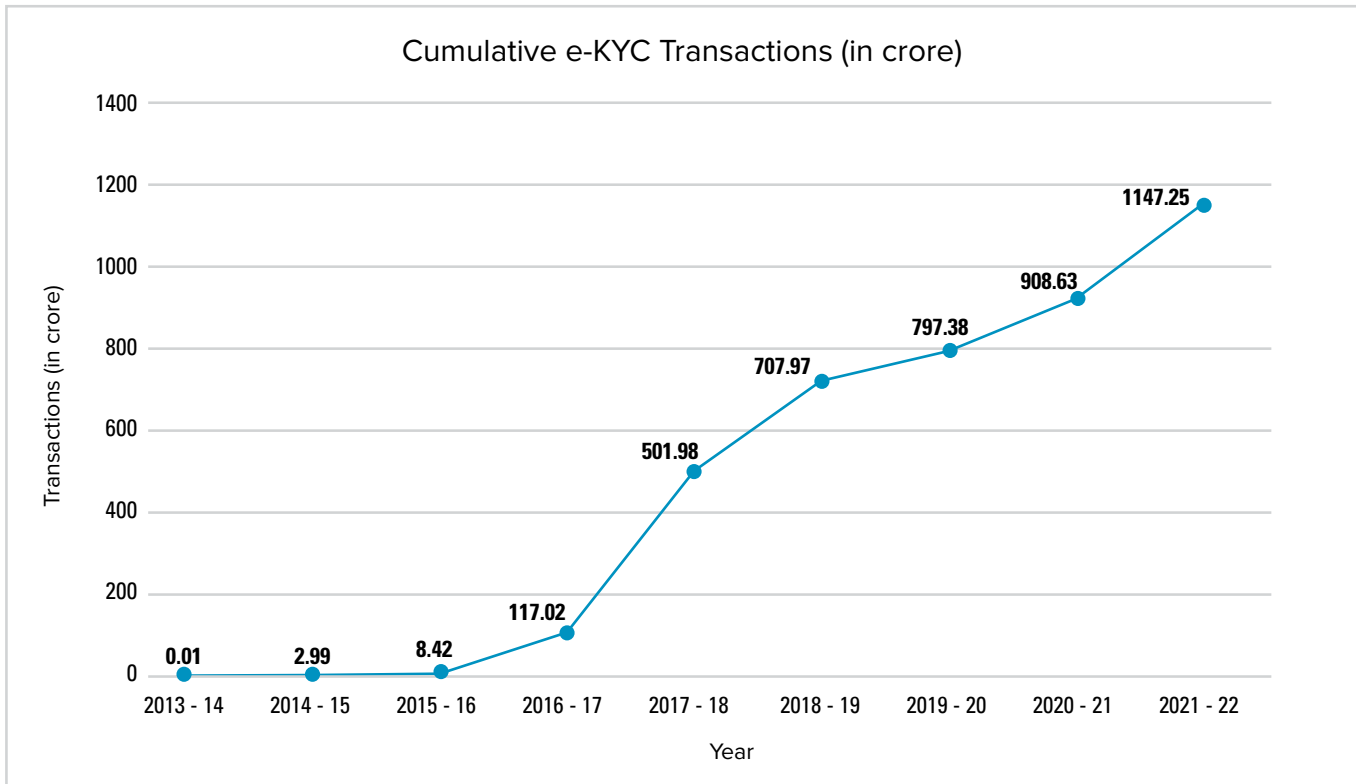


Table 7 - Year-wise and Cumulative e-KYC Transactions

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



Table 8 - Month-wise e-KYC Transactions (2021-22)

Year	e-KYC transactions (in Crore)
April 2021	7.76
May 2021	5.23
June 2021	13.37
July 2021	15.45
August 2021	15.79
September 2021	21.81
October 2021	25.83
November 2021	21.84
December 2021	33.18
January 2022	31.23
February 2022	22.86
March 2022	24.27
Total	238.62

3.11.3 Modes of Authentication: UIDAI provides various modes of authentication, viz., demographic, biometric (fingerprint, iris and Face), OTP and multi-factor authentication. 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: Aadhaar number and demographic information of 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 registered mobile number or e-mail address of the Aadhaar number holder 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 UIDAI.
- 3. Biometric based Authentication:** The Aadhaar number and biometric information submitted by the Aadhaar



number holder are matched with the biometric information of the said Aadhaar number holder stored in the CIDR. This may be fingerprint-based, iris-based or face authentication or other biometric modalities based on biometric information stored in the CIDR.

4. Multi-factor Authentication: A combination of two or more of the above modes may be used for authentication.

3.11.4 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 introduced the concept of 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 In 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.

Three device vendors i.e. M/s Thales, M/s ACPL, M/s Smartchip have completed the testing and certification process. Other device vendors are in the process of testing stages. L1 registered authentication devices will be launched in Aadhaar authentication Ecosystem soon.

3.12.2 Aadhaar Paperless Offline e-KYC: UIDAI has introduced the process of verifying identity of the Aadhaar number holder without authentication. Aadhaar paperless offline e-KYC is a secure digitally signed document which contains details such as name, address, photo, gender, DoB, hash of registered mobile number, hash of registered email address and reference ID (last 4 digits of Aadhaar with time



stamp). Aadhaar number holder can download this document from UIDAI’s website and share it along with share code (4-character code) with the entities seeking offline Aadhaar verification as per their mutual convenience.

3.12.3 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 her Aadhaar through various channels such as UIDAI’s website, SMS and mAadhaar mobile application.

3.12.4 Aadhaar Secure QR Code: Aadhaar secure QR code is a quick response code provided by UIDAI for offline verification which contains digitally signed demographic data i.e.

name, address, photo, gender, DoB, hash of registered mobile number, hash of registered email address and also reference ID (last 4 digits of Aadhaar and time stamp). 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 Promotion of Iris Devices: Iris devices are contactless devices and authentication can be performed without any physical contact with the resident. Use of iris devices have been proved as boon in the pandemic time which is a contactless authentication method thus ensuring safety of resident 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



**AADHAAR OFFLINE
VERIFICATION MADE
EASY USING
SECURE QR CODE**



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 has increased in FY 2021-22 with average monthly transactions of around 2.4 crore during January and February, 2022.

3.13 LOGISTICS ECOSYSTEM

The Logistics division of UIDAI is entrusted with printing and delivery of Aadhaar letters to the residents. Aadhaar letters are printed and dispatched to residents in case of new enrolment, demographic update (except mobile and email) and reprint. UIDAI has also introduced a premium paid service, namely “Order Aadhaar PVC card (OAC)” from 25th September, 2020.

3.14 AADHAAR LETTER PRINTING AND DELIVERY

3.14.1 Once the Aadhaar is generated, it has to be ensured that the same is printed and delivered to the resident within permissible time limits. Each Aadhaar letter comprises of a printed, laminated document with a photograph, date of birth, demographic information of the resident, the Aadhaar number and secure (QR) code which contains photograph and demographic details with digital signature of UIDAI for offline verification.

3.14.2 Aadhaar letters is printed in 13 different languages. The Department of Post is the delivery partner of UIDAI for delivery of the Aadhaar letters to the residents at the address registered in Aadhaar database. UIDAI sends Aadhaar letters for new enrolments as well as

for updates. Since inception, till 31.03.2022, 131.88 crore Aadhaar letters have been printed and dispatched to the residents through India Post as First Class Digitally Franked articles. Also, 39.67 crore updated Aadhaar letters have been dispatched (excluding updates for e-mail/mobile) till 31 March 2022 to the residents through India Post as First Class Digitally Franked articles.

3.15 E-AADHAAR

E-Aadhaar contains a secure Quick Response (QR) code digitally signed by UIDAI which on scanning displays photograph and demographic details of the Aadhaar holder. In the Aadhaar system, the resident’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. The total e-Aadhaar downloads till 31 March 2022 are 158.20 crore.

3.16 ORDER AADHAAR PVC CARD (OAC) SERVICE

3.16.1 UIDAI started online Order Aadhaar PVC Card (OAC) service from 25th September 2020 through its website www.uidai.gov.in with a nominal charge of ₹50/- including the cost of speed post delivery charge, to facilitate residents to get their Aadhaar PVC Card at their registered address.

3.16.2 Aadhaar PVC Card has advanced security features like QR Code, micro text, Guilloche pattern, ghost image and Hologram. It adds one more option for resident, in addition to Aadhaar letter, e-Aadhaar and mAadhaar; all of which are equally valid for use. Further, it is durable and easy to carry. UIDAI has printed and dispatched around 2.09 crore Aadhaar




Aadhaar PVC Card

CONVENIENT | DURABLE | SECURED

Order Online from
uidai.gov.in

Charges ₹50/- Only (All Inclusive) | Delivery by *Speed Post*

PVC Cards (including 0.12 crore cards of Marine Fishermen) till 31.03.2022 and closed the service of providing Aadhaar PVC cards to fishermen w.e.f 28.02.2022 as per the instructions received from Ministry of Home Affairs.

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 the 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. This ecosystem consists of (1) Content Development Agency and (2) Testing and Certification Agency.

3.17.2 To maintain the quality of data collected at the time of Aadhaar enrolment or update, UIDAI only engages Certified ECMP (Enrolment Client Multipurpose Platform) Operators/ Supervisors and Child Enrolment Lite Client (CELC) operators. 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 Program are adopted by the UIDAI. This has led to well-organized enrolment and close to almost 100% enrolment in most of the States.

- **Master Training (Training the Trainers):** This training ensures creating a pool of trainers at the respective Regional Offices who in turn will be responsible for delivering the training to Enrolment & Update Operators (ECMP & CELC), under their jurisdiction. A total of 121 Master Training sessions has been conducted from 1st April 2021 to 31st



March 2022, in which 3,098 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 23 Mega Training and Certification camps on Aadhaar Enrolment have been conducted from 1st April 2021 to 31st March 2022, in which 3,067 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. 174 Sessions have been conducted from 1st April 2021

to 31st March 2022, in which 7,036 individuals were imparted training.

- ▶ **Refresher Program:** This program is conducted to refresh the knowledge of the active/certified Enrolment Operators and keep them updated on the latest policy changes in the process. 1167 programs were conducted from 1st April 2021 to 31st March 2022, in which 66,857 individuals were trained.

During the period 01st April 2021 to 31st March 2022, approximately 1.71+ lakhs 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.

Table 9 - Details of Training Imparted (01.04.2021-31.03.2022)

S. No	Type of Training	Participants	Number of Sessions	Number of Participants Trained
1.	Master Training - Train the Trainers	Government Officials & Enrolment Staffs nominated to become Trainers	121	3,098
2.	Mega Training - Enrolment Staff	Government Officials nominated to become Enrolment Staff	23	3,067
3.	Orientation program - Enrolment Staff	New/ Fresh Enrolment Staff	174	7,036
4.	Refresher Training - Enrolment Staff	Existing Enrolment Staff	1167	66,857
Total			1,485	80,058



3.17.3 LMS (Learning Management System) – e-learning portal: UIDAI has developed the LMS portal and granted access to its operators for self-learning/refresher and orientation training. LMS had 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 2022, LMS has received more than 80,000 course registrations for 20 hours of e-learning content on “Enrolment & Update” and “Authentication” operations. The portal is currently open, only to active operators associated with and part of UIDAI ecosystem. UIDAI will open the portal for public access after incorporating the feedback received from the internal users.

3.17.4 New Policy roll out: Qualification criteria for E&U operator/supervisor certification were extended to Diploma (10+3) holders and ITI (10+2 vocational courses) holders. This has opened the scope of the certification to candidates with technical qualification as well.

3.18 CUSTOMER RELATIONSHIP MANAGEMENT

Customer Relationship Management is an activity of core importance for UIDAI. The Aadhaar (Enrolment & Update) Regulations, 2016 mandate in regulation 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

residents, accessible to residents through toll-free numbers and/or email as may be specified by the authority. The Contact Centre shall:

- ▶ provide a mechanism to log queries or grievances and provide residents 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 residents 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 residents’ queries and grievances related to Aadhaar life cycle and related services. Main objectives of Aadhaar Sampark Kendra are as follows:

- ▶ To provide a pan India accessible toll-free number and email, using which the residents can contact Aadhaar Sampark Kendra.
- ▶ To provide support in multiple regional languages to cater to complaints and queries from all parts of India.
- ▶ To provide an Interactive Voice Response (IVR) system for residents calling the Aadhaar Sampark Kendra.
- ▶ To provide residents to interact with Aadhaar Sampark Kendra executive in case they wish to do the same.
- ▶ The residents can also log the complaints through Resident Portal of UIDAI.



- ▶ To create and maintain a common Customer Relationship Management (CRM) application to support residents 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 and training purpose). The IVRS

interacts with the callers in duplex mode through synthesized recorded voice in Hindi/English/regional languages depending on State from where call is placed to service their enquiries. Hindi, English, Gujarati, Kannada, Marathi, Telugu, Bengali, Punjabi, Odia, Tamil, Assamese and Malayalam languages are currently supported in IVRS. Following features are currently available in IVRS:

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

The advertisement features a group of diverse people with speech bubbles asking questions like 'What is Aadhaar?', 'How to get enrolled for Aadhaar?', and 'Have a Complaint/Suggestion...'. A call center agent is shown on the right. The text states 'All of this answered on call Dial 1947 (Toll Free)' and provides the email 'help@uidai.gov.in'.



3.19.3 CRM Software Application: Microsoft Dynamics (MSD) based CRM software application is being used for Aadhaar Sampark Kendra. This is heart of the system and has backend integration through UIDAI’s Central Identities Data Repository (CIDR) to give relevant information to the Contact Centre Firms (CCF) for handling resident queries. It has been integrated and extended to UIDAI’s divisions for end-to-end resolution of resident queries or complaints. The MSD-based CRM application can handle multiple complex integrations to provide redressal to the resident. CRM application is utilized by Contact Centre, Divisions, Technology Centre and Regional Offices (ROs) of UIDAI for case resolution. Call Centre Services are provided in 12 languages: Assamese, Bengali, English, Gujarati, Hindi, Kannada, Malayalam, Marathi, Odia, Punjabi, Tamil and Telugu. Email support at help@uidai.gov.in is available in English & Hindi language.

3.19.4 Call Volumes: Normally, UIDAI Contact Centres witness a call pattern of 1.8 to 1.9 lakhs calls/day and 4,700 to 5,000 emails per day. The volume varies with any major

announcement by the Central or the State Government/s regarding use 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

UIDAI has introduced a AI/ML based chat solution which is available through UIDAI’s official website (www.uidai.gov.in) under tagline “Ask Aadhaar”. This chatbot is trained to respond to the resident’s queries based on the predefined Standard Response Templates (SRTs) and aimed at improving the resident’s experience. Chatbot also has additional features like locate Aadhaar centre, check Aadhaar enrolment/update status, file a complaint and video frame integration. Aadhaar chatbot is available in English and Hindi languages. On an average Aadhaar Chatbot is receiving 50,000 queries on daily basis.



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 highest level of data security and integrity. The architecture of 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 on regular basis and all possible steps are taken to improve the overall security posture of UIDAI.

4.1.2 Utmost priority is accorded to 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 biometric for any purpose, violation of which is punishable under Section 37 of the Act with imprisonment up to three years. Unauthorized access to Central Identities Data Repository (CIDR) is punishable with imprisonment up to 10 years (Section 38). Tampering of data in CIDR is also punishable with imprisonment up to 10 years (Section 39).

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 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 so as to protect the informational privacy of the individual. This is ensured by collection of minimal data at the time of enrolment, and later at the time of update, to provide 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 which could be cause of concern with respect to the privacy of a person. Aadhaar number is a random number with no built-in intelligence or profiling information.

4.2.3 Aadhaar is only focused by design on identity. Designing of the Aadhaar system as 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 explicit consent of



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 Aadhaar enrolment of residents of India through a network of registrars and accredited enrolment agencies. The registrars are largely the Government departments, agencies and public sector banks. Enrolment agencies are selected through rigorous selection criteria. A resident is enrolled by a UIDAI certified operator through UIDAI software under a highly robust, controlled, non-repudiable and secure process.

4.3.2 Residents are enrolled for Aadhaar across the entire country through certified operators selected on the basis of a rigorous examination and test process. The operator also has to obtain her own Aadhaar number first and then sign each and every enrolment through her own 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 this scale is done in a time span of 24 hours.

4.3.3 All enrolment data including biometrics are encrypted by 2048-bit encryption key at the time of enrolment and is 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 UIDAI database in an unauthorised manner has been reported.

4.4 AADHAAR AUTHENTICATION THROUGH A SECURE PROCESS

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

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

4.5 MINIMAL DATA WITH NO LINKAGE

4.5.1 Since 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 privacy of the residents and does not hold or receive non-essential data within its systems. 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 resident data across various applications/systems (a federated model for resident data) rather than a centralized model, eliminating the risk of a single system having complete knowledge of resident and 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 residents. It has no linkage information (such as PAN, driver's license number, PDS card number, EPIC number) to any other system. This design allowed transaction data to reside in specific systems in a federated model. This approach allows resident information to stay in 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 with respect to the privacy of a person. 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 Aadhaar system. Aadhaar authentication system is built to be zero-knowledge system, automatically lending itself to transaction anonymity in order to protect privacy of an

individual without any compromise on security. Authentication of an Aadhaar number holder by an agency does not entitle Aadhaar system to know the purpose for which authentication is carried out. Thus, Aadhaar system absolutely does not know if the individual is a bank employee using Aadhaar authentication to mark daily attendance at work or operating an account or transferring money etc.

4.8 NO LOCATION AWARENESS

UIDAI 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 a resident being tracked.

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 resident'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 transmission and storage of data. Aadhaar based authentication is robust and secure as compared to any other contemporary systems. 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.

4.10.3 Aadhaar data security is further enhanced through regular information security assessments and audits of various eco-system partners.

4.11 UIDAI CERTIFIED AS ISO 27001:2013

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

4.12 UIDAI CERTIFIED AS ISO/IEC 29100:2011& ISO/IEC 27701:2019

UIDAI has also been declared ISO/IEC 29100:2011 (Information Technology – Security Techniques – Privacy Framework for Central Identities Data Repository (CIDR) and ISO/IEC 27701:2019 (Privacy Information Management System) certified by M/s BSI Group India Pvt Ltd.

4.13 DECLARATION OF CIDR INFRASTRUCTURE AS “PROTECTED SYSTEM”

Security of UIDAI-CIDR information is of paramount importance for safeguarding

resident 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, so as to protect the information systems from all types of threats. The Security of UIDAI is also being proactively supported by National Cyber Security Coordinator through the cyber threat intelligence.

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

The vision of GRCP framework is to facilitate 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.

4.16 FRAUD MANAGEMENT SYSTEM AT UIDAI

UIDAI has a well-designed, multi-layer approach and robust fraud management system in place. With the establishment of Forensic lab, the fraud investigation capacity of UIDAI has increased substantially. UIDAI is in the process of accreditation of the Forensic Lab under ISO/IEC 17025:2017 from NABL India.



5. AADHAAR – USAGE IN GOOD GOVERNANCE

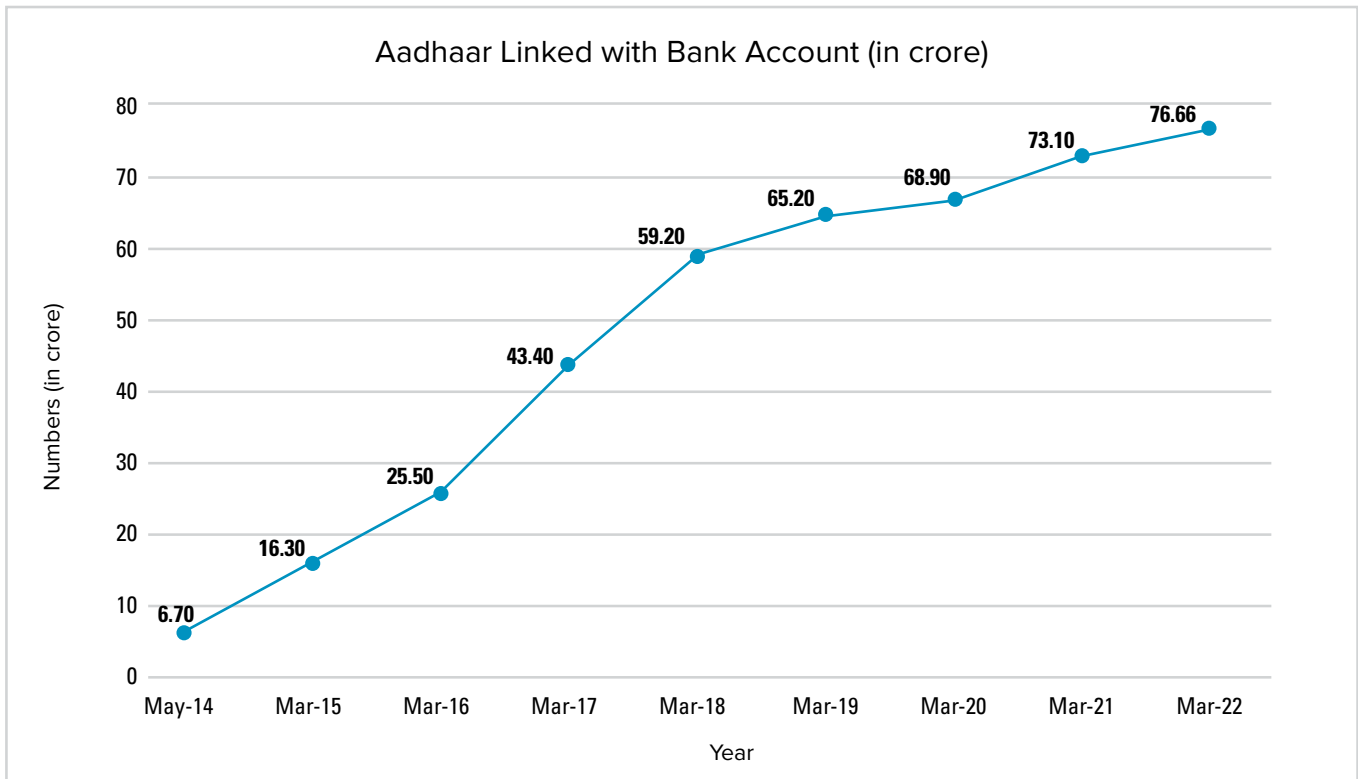
5.1 AADHAAR – A TOOL FOR GOVERNANCE REFORM

5.1.1 Aadhaar for Financial Inclusion:

Aadhaar number is a unique digital identity which does not change over the lifecycle of an individual. When linked with a bank account, Aadhaar becomes the ‘financial address’ 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 2022, 76.66 crore Aadhaar have been uniquely linked with the bank accounts on NPCI mapper [Data Source: National Payment Corporation of India – NPCI]. Graph 8 provides the progress of Aadhaar numbers uniquely linked to bank accounts since May 2014 (Data source: NPCI).

Graph 8 - 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):

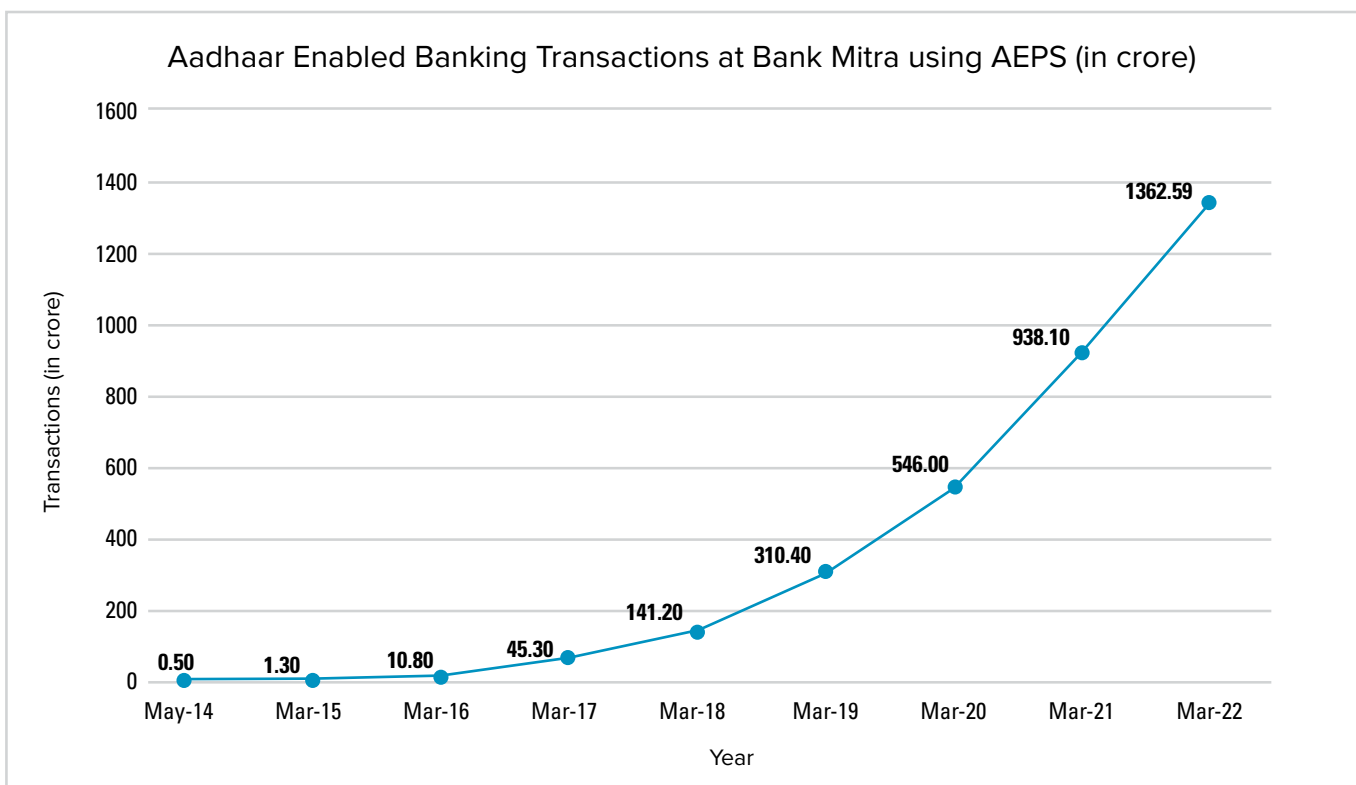
Aadhaar Enabled Payment Systems or AEPS is the platform used in the microATMs which are held by the Bank Mitras engaged by the banks for providing banking services at the doorsteps in remotest of the areas. AEPS helps an individual to do basic banking transactions by simply using his Aadhaar viz., withdrawal, cash deposit, transfer of funds from his bank account etc. Till 31 March 2022, over 1362.59 crore successful transactions have been done using the AEPS platform across nearly 36.90

lakh microATMs provided by 124 banks and Department of Posts. It is pertinent to note that cumulatively a growth of 45% were observed in the total number of AEPS transactions as compared to 2020-21. This had immensely facilitated providing door-step banking services and helped mitigate the hardships of the people due to COVID-19 pandemic. Graph 9 provides the progress of AEPS transactions on microATMs since May 2014 (Data Source: NPCI).

5.1.4 Aadhaar Payment Bridge (APB):

Aadhaar Payment Bridge or APB is another payment system which is aimed primarily to dealing with the challenges related to banking transactions with benefits to both the stakeholders, namely, the Government and the residents. This is largely a Government-to-Citizen (G2C) and Business-to-Consumer (B2C) platform for remitting funds to an Aadhaar

Graph 9 - Progress of AEPS Transactions since May 2014





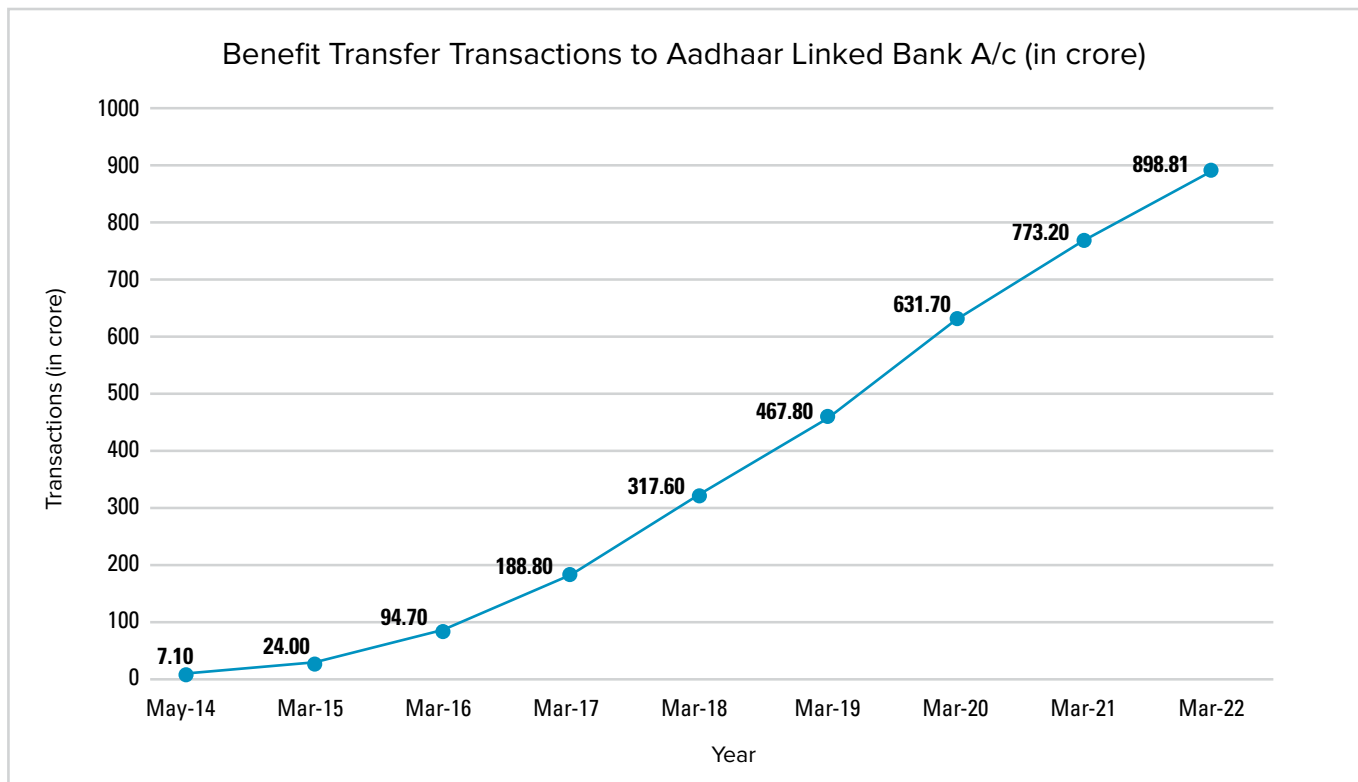
holder by sending money to a recipient by just quoting his Aadhaar number. Bank account that is uniquely linked with Aadhaar through NPCI mapper, automatically receives the funds coming through APB platform.

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 2022, 945 banks including all nationalized banks, regional rural banks and many co-operative banks were live on the APB platform. Cumulatively, 898.81 crore transactions have successfully been carried out over APB, amounting to ₹ 6,21,014 crore, a growth of 61% over the previous year's volume (₹ 3,86,057 crore). Graphs 10 and 11 respectively provide the progress of APB in number of transactions and value of transactions since May 2014 (Data source: NPCI).

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

5.1.7 A merchant with a bank account and an ordinary low-cost android smart phone can become a digital merchant by acquiring a biometric device for about ₹ 2,000 and downloading the App from Google Play Store,

Graph 10 - Progress of APB Transactions





thus enabling a merchant to take cashless payment from the customers. It is currently deployed by 107 banks and is actively being used by over 3.58 lakh merchants. It has cumulatively made about 5.66 crore transactions till 31 March 2022 (Data source: NPCI).

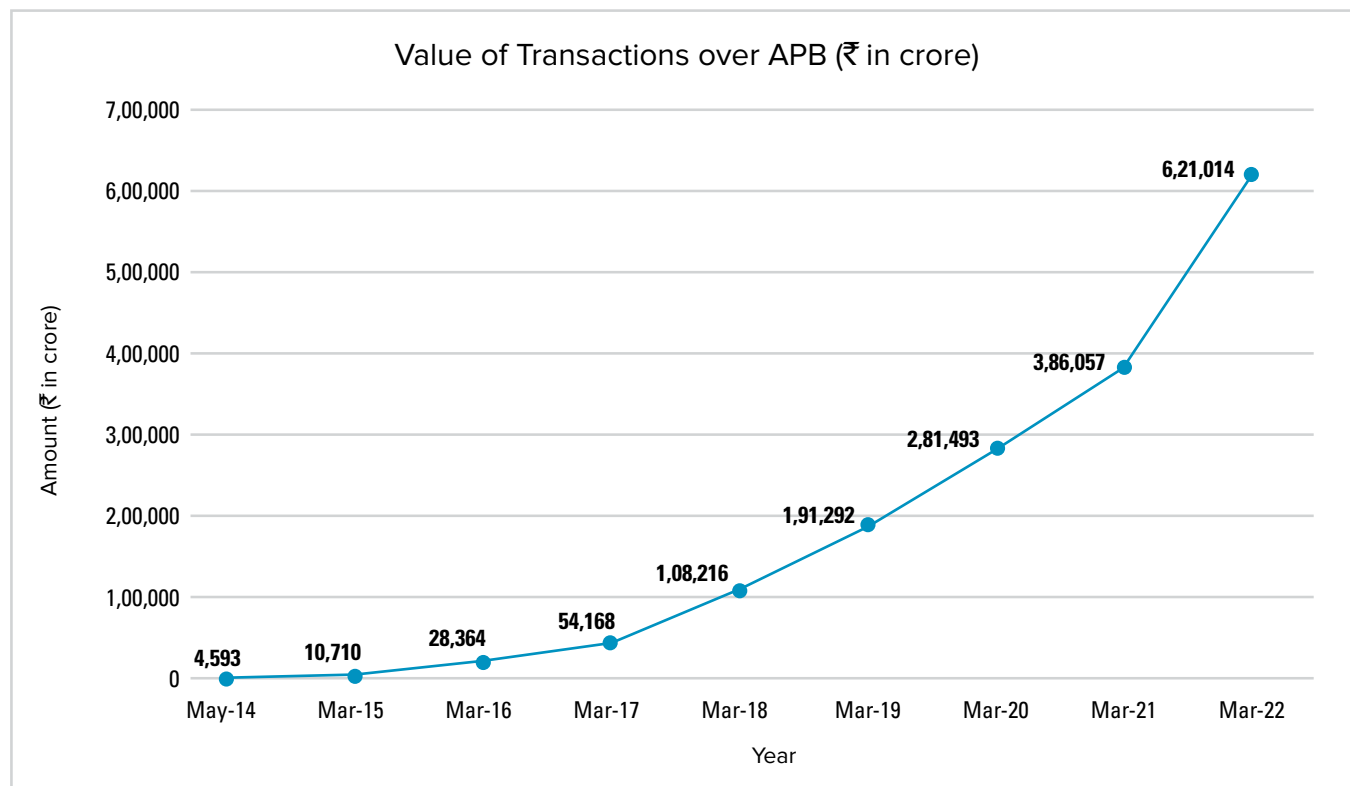
5.2 AADHAAR IN DIRECT BENEFIT TRANSFER (DBT)

5.2.1 To achieve targeted delivery of welfare services in a more transparent and efficient manner, the Government of India had launched Direct Benefit Transfer (DBT) through Aadhaar Payment Bridge (APB) and other channels

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

5.2.2 DBT has been implemented in phases for the Central Sector and Centrally Sponsored Schemes by leveraging on APB platform to transfer cash benefits to the beneficiaries directly in their Aadhaar linked bank accounts. As on 31 March 2022, multiple large central schemes including PAHAL, MGNREGS etc had paid over ₹ 6,21,014 crore through over 898.81 crore successful transactions (Data source: NPCI).

Graph 11 - Progress of Value of Transactions over APB





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 2022, a total of 48 central Ministries/Departments have issued 180 notifications covering 315 schemes (centrally sponsored or central sector) under section 7 of the Aadhaar Act 2016 (Data source: eGazette. nic.in).

5.3.2 The Aadhaar and Other Laws (Amendment) Act, 2019 inter-alia amended section 7 of the Aadhaar Act 2016 to make it applicable for Consolidated Fund of State also. Accordingly, UIDAI had issued detailed guidelines to all States on 25th November 2019 regarding use of Aadhaar under section 7 of the Aadhaar Act 2016 by the State Governments for the schemes funded out of Consolidated Fund of State. The guidelines outlined the steps to be followed by the States while issuing the section 7 notifications using the standard templates separately for the adult and children beneficiaries. Till 31 March 2022, over 537 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 residents 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, 24 proposals of Central Govt. Departments and 55 proposals of the State Governments have been approved by 31 March 2022.



6. ORGANIZATIONAL MATTERS OF UIDAI

6.1 PREVENTION OF SEXUAL HARASSMENT

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 10.

Table 10 - Prevention of Sexual Harassment of Women at Workplace (2021-22)

S. No.	Description	FY 2021-22
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	2 (HQ and ROs/Tech. Centre)
5	Nature of action	N.A.

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.

of the Union) Rules, as well as orders of the Government of India issued from time to time in this regard.

6.2 IMPLEMENTATION OF OFFICIAL LANGUAGE POLICY IN UIDAI

6.2.1 UIDAI is implementing Official Language Policy of Govt. of India in its Headquarters as well as in its all 8 Regional Offices and ensuring the compliance of the various provisions envisaged in the Official Languages Act and the Official Languages (Use for Official Purposes

6.2.2 During the year 2021-22, four meetings of Official Language Implementation Committee were held at Headquarters under the Chairmanship of CEO, UIDAI/DDG (HR), in which among other items/subjects, progressive use of Hindi was discussed and decisions were taken to increase the use of Hindi in Headquarters and Regional Offices of UIDAI and necessary guidelines were issued for promoting the use of Hindi as per Government directions specially for original correspondence in Hindi to Region A, B, and C as per targets prescribed in Annual Programme 2021-22 of Department of Official Language, Ministry of Home Affairs.



6.2.3 UIDAI, Hqrs. representation was made in the meetings of Town Official Language Implementation Committee, Delhi (Central-2) held during the year 2021-22.

6.2.4 During the period under review, three Hindi workshop training programmes were organized for sensitizing officials of UIDAI with the Official Language Policies/Rules. More than 115 officers and staff participated in these workshops from Headquarter and Regional Offices.

6.2.5 The 2nd Sub Committee of Committee of Parliament on Official Language inspected Regional Office, Delhi of UIDAI on 09.04.2021 and gave suggestions to propagate use of Hindi in day today official functioning.

6.2.6 As per the target prescribed in the Annual Programme 2021-22, official language inspection of Regional Office, Delhi, Regional Office, Mumbai and Regional Office, Hyderabad were conducted by Inspection Team in the year 2021-22. Similarly Hindi inspections of four divisions of Headquarters were also conducted during the said period.

6.2.7 Hindi Pakhwara was organized from 14th to 28th September, 2021 in UIDAI Headquarters and its Regional Offices. On the occasion of Hindi Diwas, a Hindi sandesh from the desk of Chief Executive Officer was circulated for all the employees on all India basis. On this occasion, a Rajbhasha Pledge was also administered to the employees of UIDAI. During Hindi Pakhwara five Hindi competitions were organized in which 155 officers/employees of UIDAI Headquarters actively participated. Annual Prize Distribution Function was organized on 29th Sep, 2021 at UIDAI Headquarters and cash prizes & certificates were awarded to 31 winner officers/employees of Headquarters by the Chief Executive Officer, UIDAI.

6.2.8 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 Headquarter and its Regional Offices. Under this scheme seven employees of Headquarters were found eligible for cash prizes as per scheme and winners were awarded cash prizes & certificates in Annual Prize Distribution Function held on 29th Sep, 2021.

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://www.uidai.gov.in/images/Citizens_Charter_Feb-2022.pdf

To download
Citizen Charter SCAN



6.4 INTRANET & KNOWLEDGE MANAGEMENT PORTAL

'Intranet & Knowledge Management Portal' (KM Portal) is an online community based platform established by UIDAI to promote internal communications, better information exchange and teamwork amongst UIDAI staff. KM Portal has KM Dashboard where latest office orders, circulars, tenders, other UIDAI related documents, etc. are uploaded by various divisions, Regional Offices and Managed Service Provider.

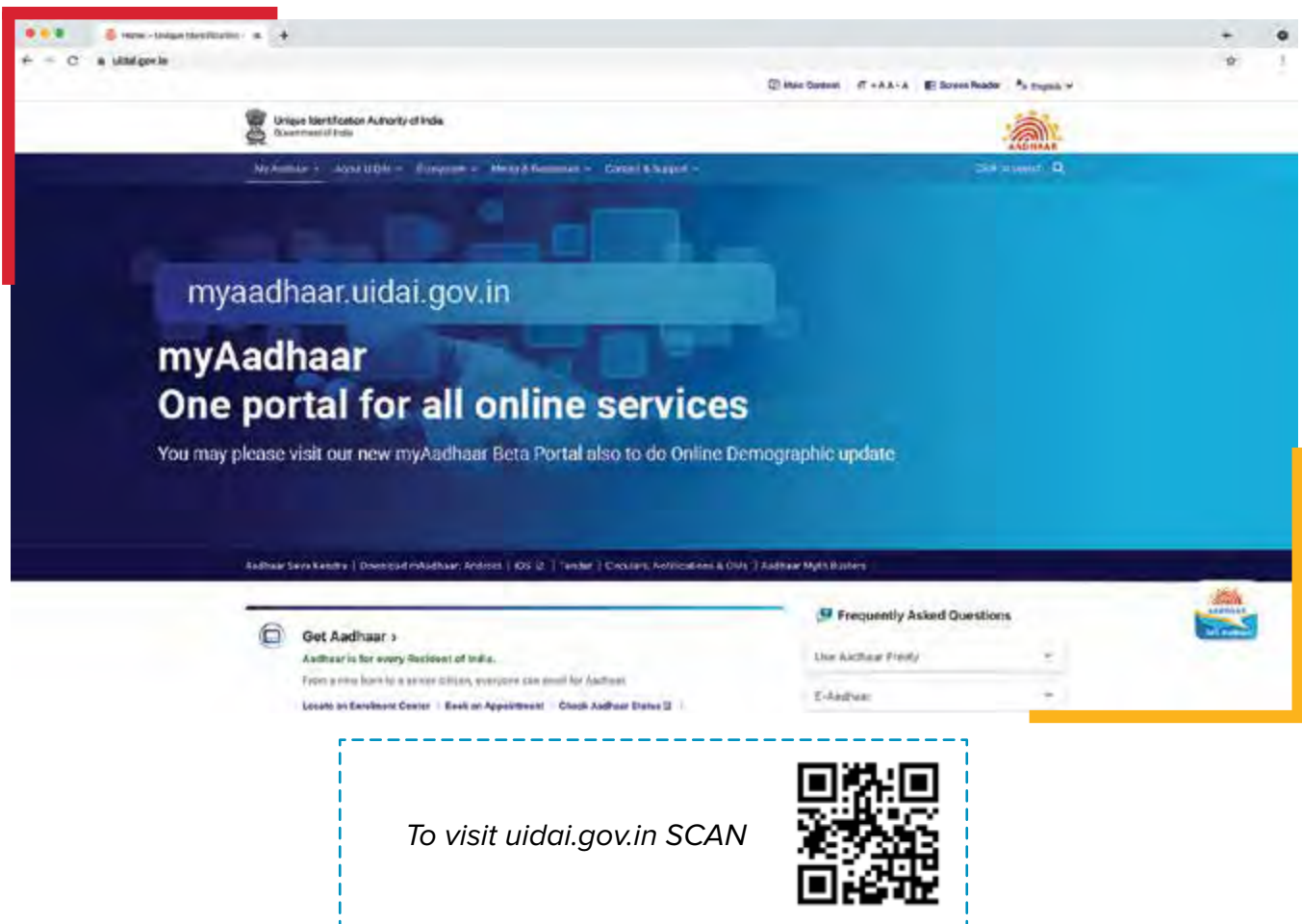


6.5 NODAL RTI CELL

As per the Right to Information Act, 2005 (RTI Act), the RTI Cell under HR Division at UIDAI processes all online and offline applications/appeals/complaints as well as Central Information Commission (CIC) related matters. Also, quarterly reports regarding the same are prepared and sent to CIC as per its directions. During the year, 2475 RTI applications and 306 appeals were handled by various Central Public Information Officers (CPIOs) and the First Appellate Authorities (FAAs) respectively. The list of 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 the single click Aadhaar online service window for residents of India, as well as the primary web information centre for various ecosystem partners and the public at large. Bulk of residents in India seeks Aadhaar services and related information via mobile. In order to reach out to those mobile users and to ensure the accessibility of the Aadhaar services is improved, the UIDAI website and Aadhaar service portals have recently been revamped and made multi device friendly. In addition, the information is available in English, Hindi and 11 Indian regional languages for diverse demographics of the country. The home page of the website and other service portals are shown below:-





6.6.2 UIDAI website has the following features:-

- ▶ The responsive UX to ensure mobile users have better user experience while accessing the Aadhaar services and information.
- ▶ Instead of placing the most sought after Aadhaar services deep within the website the UIDAI website provides direct access to Aadhaar online services up front. Crisper information architecture, seamless two step navigation, universally understandable labels and search feature ensure that the residents get access to the right information at the right time.
- ▶ Informative documents on Aadhaar enrolment, authentication technologies, UIDAI ecosystem that provide administrative and technical details on enrolment and authentication systems/processes and various Aadhaar services are available on the website.
- ▶ Regular updates of latest news, press releases, videos, events, workshops and campaigns, FAQs, etc.
- ▶ The contact section in the website provides contact details of various divisions and functionaries at the Headquarters as well as at the Regional Offices and Tech Centres.
- ▶ The website is integrated with Rapid Assessment System (RAS) of the Government of India, which provides the user a portal to share their feedback on the website and other available Aadhaar online services. The FAQs section on Aadhaar services is contextually linked to specific Aadhaar services to provide guidance to the residents. FAQs on various topics are provided in 13 Indian languages, viz., – English, Hindi, Assamese, Bengali,

Gujarati, Kannada, Malayalam, Marathi, Odia, Punjabi, Tamil, Telugu, and Urdu. The website displays analytics relating to the total numbers of Aadhaar generated and authentications done across country. The website is certified for CSS and HTML by W3C and is currently undergoing audit by STQC for GIGW compliance. Social media section provides residents to view the latest updates and participate on the UIDAI's Facebook and Twitter pages.

6.6.3 UIDAI Website as Common Repository

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

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

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

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



- ▶ Locate an Enrolment Centres
- ▶ Book an appointment
- ▶ Check Aadhaar Status
- ▶ Download Aadhaar
- ▶ Retrieve Lost or forgotten UID/EID
- ▶ Order Aadhaar PVC Card
- ▶ Check Aadhaar PVC Card status
- ▶ Update Aadhaar at Enrolment/update Centre
- ▶ Check Aadhaar update Status
- ▶ Update demographics data and check status
- ▶ Aadhaar Update History
- ▶ Verify an Aadhaar Number
- ▶ Verify Email/Mobile Number
- ▶ Check Aadhaar Bank/Account linking status
- ▶ Virtual ID (VID) Generator

- ▶ Lock/Unlock Biometrics
- ▶ Aadhaar Lock and Unlock service
- ▶ Aadhaar Authentication History
- ▶ Aadhaar Paperless offline e-KYC
- ▶ Aadhaar Services on SMS

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

6.7 UNIFIED MOBILE APP

UIDAI has recently released an upgraded version of mAadhaar App that unifies the previously developed mobile application (mAadhaar, Resident App and QR Code scanner) into one single app. The app is available in both Android and IOS version and features an array of Aadhaar services that can be accessed both

mAadhaarApp
OVER 35 AADHAAR SERVICES ON YOUR MOBILE

Download from:

ANDROID APP ON Google play Download on the App Store



in online and offline mode. The App provides a personalized section for the Aadhaar holder, who can carry Aadhaar information in the form of a softcopy instead of carrying a physical copy all the time. Residents with or without Aadhaar can install this App in their smart phones. However, to avail of personalized Aadhaar services the resident will have to register their Aadhaar profile in the App. To reach out to residents in different parts of the country, the App has been made available in English, Hindi and 11 Indian languages.

6.8 E-OFFICE IMPLEMENTATION

Admin Division has implemented eOffice successfully all across UIDAI resulting 100% paperless file work. eOffice was formally launched on 15th September, 2020 with the help of NIC and the application is hosted at its Bhubaneswar Data Centre. This online mode of office work through eOffice has made the office process very prompt, smooth and hassle free which is essentially helpful during the current pandemic scenarios.



7. MAJOR HIGHLIGHTS AND INITIATIVES OF 2021-22

7.1 OVERVIEW

7.1.1 Aadhaar, since its inception, has been pioneer in giving residents of this country a biometric based unique identity number which is convenient, easy to use and verifiable/ acceptable throughout the length and breadth of this nation. UIDAI maintains one of the largest biometric database in the world with over 132.96 crore Aadhaar numbers generated till 31st March 2022. In keeping with the country's vision of Digital India, UIDAI continuously strives for improvement in its infrastructure with the improvement in technology, which is constantly evolving in the current fast paced society.

7.1.2 In year 2021-22, more than 3 crore new Aadhaar numbers have been generated. All states and UT's of India have crossed 75% Aadhaar saturation rate barring Meghalaya and Nagaland which are at 59% each. Also, more than 15 crore successful Aadhaar updates were done in the year 2021-22.

7.1.3 Based on the feedback from different stakeholders, including residents, UIDAI keeps bringing about continuous improvement in its services for the residents of the country. UIDAI in year 2021-22 saw several key technological updates, process improvements, events and other highlights. These have been broadly divided into 5 categories mentioned below:

- ▶ Expanding Aadhaar Usage
- ▶ Continued Resident centricity
- ▶ Technological Advancement & Innovation
- ▶ Domestic and Global Outreach
- ▶ Other Notable Highlights

7.2 EXPANDING AADHAAR USAGE

7.2.1 To improve the usage of Aadhaar, the Aadhaar (Pricing of Aadhaar Authentication Services) Regulations, 2021 have been issued in supersession of earlier regulations of 2019 therein reducing charges of Aadhaar eKYC from ₹20/- per transaction to ₹3/- per transaction. The same has been made ₹1/- per transaction for Telecom Service Providers as decided by Union Cabinet. This is going to reduce incidence of respective service charges for residents.

7.2.2 UIDAI brought clarification towards treatment of different Departments of Government of India, administering Section 7 or Section 4(4)(b)(ii) schemes, as a single Entity for effective formulation of various government schemes and selection of beneficiaries through sharing of scheme data among Central Government entities

7.2.3 Introduced 'Form for enabling seamless implementation/formulation of various government schemes using Aadhaar related data under Section 7 of Act' to enable a one-time consent for all present and future schemes of the Government of India

7.2.4 Allowed 'sharing of partially masked Aadhaar along with demographic information like name, date of birth, gender, residential address etc. across data bases of different Government Ministries' for implementation/ formulation of various government schemes using Aadhaar related data under Section 7 of the Aadhaar Act.

7.2.5 Provided for retrieval of Aadhaar from UID tokens for government AUAs which facilitates use of Aadhaar by agencies who have now deployed Aadhaar Data Vault (ADV) for Aadhaar storage.



7.2.6 Amended Authentication regulations to bring clarity for usage by Offline Verification Seeking Entities (OVSE).

7.2.7 Amended Authentication regulations to make provisions for voluntary usage of Aadhaar by Aadhaar number holder under Section 4(3). This section provides for voluntary use by a resident of his/her Aadhaar number for any lawful purpose in any form (electronic or physical) and through either offline verification or authentication.

7.3 CONTINUED RESIDENT CENTRICITY

7.3.1 In order to coordinate more effectively with State Governments and for redressing the grievances of the residents, UIDAI has taken an initiative for expansion of its organizational charter. Presently there are eight Regional Offices (ROs) functioning under UIDAI and five new UIDAI State Offices are being opened in Phase-1, locations are hereunder:

- ▶ Bhopal (Madhya Pradesh) under RO, Delhi
- ▶ Ahmedabad (Gujarat) under RO, Mumbai
- ▶ Thiruvananthapuram (Kerala) under RO, Bengaluru
- ▶ Bhubaneshwar (Odisha) under RO, Hyderabad
- ▶ Kolkata (West Bengal) under RO, Ranchi

7.3.2 For providing convenient Aadhaar enrolment and update services to the people, UIDAI has engaged 2 Service Providers to establish and operate 88 Aadhaar Seva Kendras (ASKs) in 72 cities across the country as per the revised target. UIDAI has opened 31 new Aadhaar Seva Kendras (ASKs) in year 2021-22, taking the tally to 79 ASKs opened across the

country till 31st March 2022. In addition, CSC-SPV has been permitted to provide Aadhaar enrolment/update services to the residents from its own State/UT level offices and from those district level offices, where ASKs are not present. Till 31st March 2022, 24 State/UT level CSC ASKs and 494 District level CSC ASKs have been made operational.

7.3.3 In order to cater to the expected demand for mobile number integration with Aadhaar, UIDAI on-boarded India Post Payment Bank (IPPB) as its Registrar to provide mobile number update facility to the residents through its 1.5 Lakh Postmen/Dak-Sevaks equipped with tablet and single fingerprint scanner. UIDAI has also on boarded Indian Railways as Registrar for providing Aadhaar enrolment and updation services to residents.

7.3.4 To make Aadhaar update easier for residents, UIDAI has permitted those CSCs which are designated banking correspondents (BCs) of banks to offer Aadhaar update services. This will allow about 20,000 such CSCs to offer demographic update service to the residents, out of which 10,423 centers are operational.

7.3.5 UIDAI organized a large no. of special camps for Aadhaar enrolment/update services for the marginalized sections of the society, e.g. tribal population, old age people, divyaang, homeless etc. throughout the year 2021-22.

7.3.6 UIDAI took various steps for simplification of process of enrolment & updates for the residents. Residents are now allowed for DOB update beyond the permissible limit. The online SSUP portal have been upgraded for residents to update their Name (minor correction), Date of Birth and Gender, thus making it easier for residents to update their details. Also, there has been addition to the list of valid supporting documents for enrolment/updates.



Hon'ble Mos, Shri Rajeev Chandrashekhar & Dr. V.K. Singh inaugurating new ASKs in Uttar Pradesh

7.3.7 MeitY (NeGD's) Rapid Assessment System (RAS) was integrated with UIDAI Services for closer engagement with users with respect to inviting feedback on resident services.

7.4 TECHNOLOGY DEVELOPMENT & INNOVATION

7.4.1 Unified 'myAadhaar' portal was launched on 01.08.2021 for various online services to residents. It provides one-stop experience to users for all Aadhaar services in multiple vernacular languages.

7.4.2 New QC portal went live on 10.10.2021. It was developed for 100% quality check of the enrolment and updates done at various points of transaction.

7.4.3 Migration of all UIDAI solutions to a state-of-the-art private cloud was initiated for greater control, flexibility, improved

performance, automation, scalability, privacy and compliance.

7.4.4 UIDAI upgraded its High Density (HD) area in both the Data Centres (Hebbal and Manesar) to Ultra High Density (UHD) area. The UHD area has per rack power capacity available upto 25 KVA which will enable UIDAI to install more servers in each rack. The UHD area in both the Data Centres has also been Tier 3 certified for design by Uptime Institute.

7.4.5 Integration with multiple payment gateways and wallets is currently underway. Paytm wallet was added in the month of Sep, 2021. This provides residents with more options, thus improving the user experience.

7.4.6 Integration with Digilocker was done for auto-fetching of authentic resident (credential) documents required for enrolment and updates. Integration with Driver's License got completed on 16.11.2021; integration underway with PAN, educational certificates etc. as POI



and/or POA. This improves ease of delivery for the resident and supports building of a more robust and fraud-resilient workflow along with non-repudiation feature.

7.4.7 A Forensic Lab was developed in April 2021, at Manesar Data Centre which facilitates rigorous forensic investigations.

7.4.8 UIDAI launched Face Authentication modality on 15th October 2021 by which an Aadhaar number holder's identity can be verified using face authentication. A successful face authentication confirms that your physical face being scanned for verification matches the one captured at the time of enrolment when your Aadhaar number was generated. Face authentication App is a touchless application that facilitates Aadhaar Authentication User Agencies (AUA) application to authenticate a resident after verifying liveness through captured face image. Presently, 8 entities have been permitted to use Face authentication in

production environment. The total number of Face Authentication transactions since 15th October 2021 till 31st March 2022 is 1,77,138.

7.4.9 UIDAI's Aadhaar Hackathon: Aadhaar Hackathon 2021 was organised between 28 -31 Oct' 2021 which saw participation from across the country. Aadhaar Hackathon was designed for engineering college students in which UIDAI had given 7 problem statements under two themes namely 'Address Update' and 'Authentication Reimagined'. The participants in the Hackathon were expected to come up with intelligent and innovative solutions to the complex problems. This Hackathon lasted for a period of 95 hrs during which 175 submissions were received. These solutions were reviewed by multiple juries. Four teams against each of the two themes were declared as winners and prize distribution was done on 25.11.2021 at the concluding session of Aadhaar 2.0 Workshop. The winners of the 'Aadhaar Hackathon' were



Home based enrolment at Dakshn Kannada, Karnataka



announced and felicitated by Shri Rajeev Chandrasekhar, Hon’ble MoS (MeitY) with cash awards and certificates.

7.5 DOMESTIC AND GLOBAL OUTREACH

7.5.1 UIDAI actively engaged with international bodies like World Bank, United Nations, etc. in 2021-22 which provided an opportunity to showcase Aadhaar and its strengths to a global audience.

7.5.2 An active interest has been shown by some countries like Brazil, Sudan, Mexico and Congo in learning from UIDAI experience to develop IDs for their citizens.

7.5.3 During this FY 2021-22, CEO also interacted with the Chiefs of the following Financial Institutions:

- ▶ Financial Sector Policy Drivers – RBI and SEBI Chairman.
- ▶ Financial Sector Stake holders – AMFI representatives of various firms.
- ▶ Grass root level Financial Service provider – NPCI CEO.
- ▶ Chairman NABARD.
- ▶ Market controller BSE.

It was aimed towards a proactive connect, review and validation of the way ahead along with key stake holders of the Financial Sector, Policy makers and implementers. With Aadhaar now being engrained in most financial sector and Govt. transactions, the focus was to have a perspective review of the facilitations, expected future requirements and role of Aadhaar.

7.5.4 Aadhaar Workshop 2.0: Shri Ashwini Vaishnaw, the Hon’ble Union Minister of Electronics & Information Technology,



Winners of Aadhaar Hackathon being felicitated by Hon’ble MoS, Shri Rajeev Chandrasekhar



Winners of Aadhaar Hackathon being felicitated by Hon'ble MoS, Shri Rajeev Chandrasekhar

Government of India, inaugurated a 3-day workshop titled 'Aadhaar 2.0- Ushering the Next Era of Digital Identity and Smart Governance' commencing from 23rd November, 2021 at Vigyan Bhawan, New Delhi. Several dignitaries including Shri Ajay Sawhney, Secretary, Ministry of Electronics & Information Technology (MeitY), and Dr. Saurabh Garg, CEO, UIDAI graced the occasion with active participation from Central and State Ministries. This event provided a platform to share and exchange ideas with Government and Industry leaders, Eminent Academicians and Scientists, Innovators and Practitioners working on Digital Identity in India and abroad. The workshop provided an opportunity to feed into the regional and global debates, while reflecting on India-specific challenges and opportunities to share best practices in terms of people, processes, technology, research, regulatory framework, legal policy and governance.

7.5.5 In virtual message played during inauguration, Shri Nanadan Nilekani, former Chairman UIDAI shared his ideas and message on Aadhaar related aspects. Dr. Saurabh Garg, CEO, UIDAI informed that The Aadhaar 2.0 Workshop is an introspection-cum-exploratory endeavor by UIDAI to analyze the reach of Digital Identity in major reforms and schemes launched by the Government. It also aims to look into various futuristic aspects of Digital Identity to achieve universal inclusion, both social as well as financial.

The various Session and their speakers/panelists were -:

Session 1 : Strengthening and Simplifying Enrolment and Update Ecosystem

Speakers -:

- ▶ Dr. Ajay Bhushan Pandey, IAS
Former Revenue Secretary



Lamp lighting ceremony to inaugurate Aadhaar Workshop 2.0



Hon'ble Minister Shri Ashwini Vaishnaw addressing the inaugural session of Aadhaar Workshop 2.0



- ▶ Ms. Sandhya Rani, IPoS Member Postal Board
- ▶ Sh. Pramod Varma, Advisor UIDAI
- ▶ Ms. Arti Ahuja IAS, Additional Secretary, Ministry of Health and Family
- ▶ Sh. Ram Subhag Singh, IAS 1987, Chief Secretary, HP
- ▶ Sh. Rajeev Chawla, IAS 1987 Additional Chief Secretary, Karnataka
- ▶ Sh. Kumar Alok, IAS 1990, Chief Secretary, Tripura

Session 2 : Digital Identity : A Key to inclusive Growth and Empowerment

Speakers -:

- ▶ Sh. Amitabh Kant, CEO Niti Aayog
- ▶ Dr. Neeraj Mittal, Principal Secretary (IT), Tamil Nadu.
- ▶ Dr. Pawan Bakhshi, Bill & Melinda Gates Foundation.
- ▶ Sh. K. P. Vinod, Managing Director, Nudge Foundation
- ▶ Dr. Tina George Karippacheril, Senior Social Protection Specialist, World Bank.

Session 3 : Expanding Use of Aadhaar To Boost Digital Economy

Speakers -:

- ▶ Dr. Ram Sevak Sharma, CEO, NHA
- ▶ Sh. Abhishek Singh, President & CEO, NeGD
- ▶ Sh. Dilip Asbe, MD & CEO, NPCI
- ▶ Sh. Sujoy Bose, MD & CEO, NIIF
- ▶ Sh. Vijay Shekhar Sharma, Founder - One97 & Paytm

Session 4 : Deploying Trusted Digital Identities – Information Security

Speakers -:

- ▶ Prof Jaideep Srivastava, Professor, University of Minnesota, USA
- ▶ Dr Neeta Verma, DG, NIC
- ▶ Sh. Brijesh Singh, ADG, Maharashtra Police
- ▶ Sh. Anand Prakash, PingSafe
- ▶ Sh. Jiten Jain, Voyager Infosec

Session 5 : Aadhaar as an International Digital Identity Standard

Speakers -:

- ▶ Mr. Michal Rutkowski, Global Director for Social Protection and Jobs, World Bank
- ▶ Dr. Joseph J. Atick, Executive Chairman, ID4 Africa
- ▶ Sh. Navin Surya, Chairman(Non-Executive), Fintech Convergence Council
- ▶ Sh. Sanjay Jain, Partner, Bharat Innovative Fund
- ▶ Ms. Deepti Dutt, Head-Strategic Initiatives ,Amazon

Session 6 : Legal Aspects Of Data Security And Privacy

Speakers -:

- ▶ Justice A.K. Sikri (Retd)
- ▶ Dr. Rajendra Kumar, IAS, Additional Secretary, MeitY
- ▶ Dr. Arghya Sengupta, Founder & Research Director, Vidhi
- ▶ Ms N S Nappinai, Advocate-Founder-Cyber Saathi
- ▶ Dr. Lalitesh Katragadda, Founder, Indihood



Session 7 : Smart Devices as Universal Authentication

Speakers -:

- ▶ Dr Rajat Moona, Director, IIT Bhilai
- ▶ Prof. Sriram Ganpathy, IISc, Bengaluru
- ▶ Sh. Deb Jyoti Ghosh, VISA
- ▶ Prof. Vikram M. Garde, IIT Bombay
- ▶ Sh. Vijay Vujjini, Principal Consultant, UIDAI
- ▶ Sh. Sachin Kalantri, Sr Director, Qualcomm

Session 8 : Adoption of New Technologies in Aadhaar

Speakers -:

- ▶ Dr Anand Deshpande, Chairman, Persistent Systems
- ▶ Dr Manindra Agrawal, IIT Kanpur
- ▶ Sh. Rajesh Bansal, CEO, RBI

Innovation Hub

- ▶ Prof. Anil Jain, Michigan State University, USA#
- ▶ Dr Anoop Namboodiri, IIIT Hyderabad
- ▶ Sh. Mahesh Ramamoorthy, CIO, Yes Bank

Valedictory Session was addressed by:

- ▶ Sh. Rajeev Chandrasekhar, Hon'ble MoS, Meity
- ▶ Dr. Bibek Debroy, Chairman, PM's Economic Council
- ▶ Sh. Ajay Prakash Sawhney, Secretary, Meity
- ▶ Sh. Ajay Seth, Secretary, Department of Economic Affairs
- ▶ Lt. Gen. (Dr) Rajesh Pant, National Cybersecurity Coordinator



UIDAI CEO with Hon'ble Minister Shri Ashwini Vaishnaw and Shri Ajay Sawhney, Secretary MeitY in one of the session of Aadhaar Workshop 2.0



Valedictory session of Aadhaar Workshop 2.0



7.6 OTHER NOTABLE HIGHLIGHTS

7.6.1 Aadhaar on Wheels: In order to enhance the resident experience, Kotak Mahindra Bank was encouraged to start the innovative Aadhaar on Wheels concept. The bank has taken the

initiative in coordination with UIDAI to start Aadhaar services on wheels i.e. Aadhaar on Wheels. The Pilot was inaugurated in Pune and same service is being extended to other metro cities also.



Aadhaar on wheels of Kotak Mahindra Bank



7.6.2 UIDAI was awarded first position in Swachhata Pakhwada by Ministry of Electronics & IT (MeitY) in Feb-2022.

7.6.3 UIDAI was 1st runner up in 'Exemplary Performance' under GRIHA, awarded by GRIHA Council on 10th December, 2021 amongst all



Swachhta Pakhwada award given to UIDAI

the five star rated buildings. UIDAI is already having 5 Star GRIHA rating for next five years

w.e.f. October, 2020.



Certificate of Exemplary Performance Award by GRIHA council to UIDAI



8. FUTURE PLANS

8.1 ENROLMENT & UPDATION DIVISION

8.1.1 Integration with NavIC: UIDAI is collaborating with ISRO for integration of NavIC (Navigation with Indian Constellation) receivers with UIDAI's Enrolment Client Multi Platform (ECMP) devices for having a more accurate and efficient geo-reference functionality and to streamline the enrolment machines' GPS sync issues. The existing GPS devices provide latitude and longitude data. However, the accuracy is less for devices in the coastal/ border areas, especially the islands, resulting in automatic rejection of the packets due to mismatched/ incomplete lat-long data. The NavIC receivers use the IRS satellite constellation for identifying the latitude and longitude. The devices are available in two models - wired and wireless, which provides ease of operations for the enrolment operators. These devices are indigenously manufactured promoting Make in India campaign. NavIC receivers are under pilot testing at the Regional Office level for ascertaining accuracy in lat-long details. After successful testing, integration of NavIC receivers will be implemented nationwide in a phased manner.

8.1.2 Bhuvan-Aadhaar Portal: As part of UIDAI-ISRO collaboration, it is proposed to develop Bhuvan-Aadhaar portal which will provide information and location of the Aadhaar centres across India. This portal will provide a facility to search the relevant Aadhaar centres by location based on resident's real time location and other requirements. Bhuvan platform will facilitate complete geographic information storage, retrieval, analysis and reporting for Aadhaar centres, with a high resolution backdrop of natural colour satellite images.

Application will also facilitate collection and storage of data pertaining to existing and new enrolment centres to improve citizen centric services by way of enabling regular statutory inspections. Collected data will be moderated for quality to ensure the precise information for residents about the centres along with online visualization facility.

8.1.3 Integration with Rapid Assessment System (RAS): Integration of RAS platform of MeitY (NeGD) with UIDAI for facilitating residents' feedback on their experience on availing of Aadhaar PVC card facility has already been completed. It is now proposed to extend RAS integration with Aadhaar updation facility through myAadhaar portal.

8.1.4 Home enrolment Policy being introduced soon for on-demand and home-based enrolment and updates. Also, in future, address update of family members based on HOF data on the unassisted SSUP/my-Aadhaar portal can be done.

8.1.5 Possibility of mapping of Aadhaar data with RGI data on birth and death being explored.

8.2 AUTHENTICATION DIVISION

8.2.1 Fingerprint Minutia Record (FMR) - Fingerprint Image Record (FIR) Implementation in Single PID Block: To make Aadhaar authentications more secure & enhancing liveness properties of Fingerprint Authentication, UIDAI has introduced the feature of FMR-FIR in a single PID Block (Personal Identity Block). The major focus of implementing the Single PID block concept is on eliminating the fraudulent activities in various banks, financial entities, Aadhaar Enabled

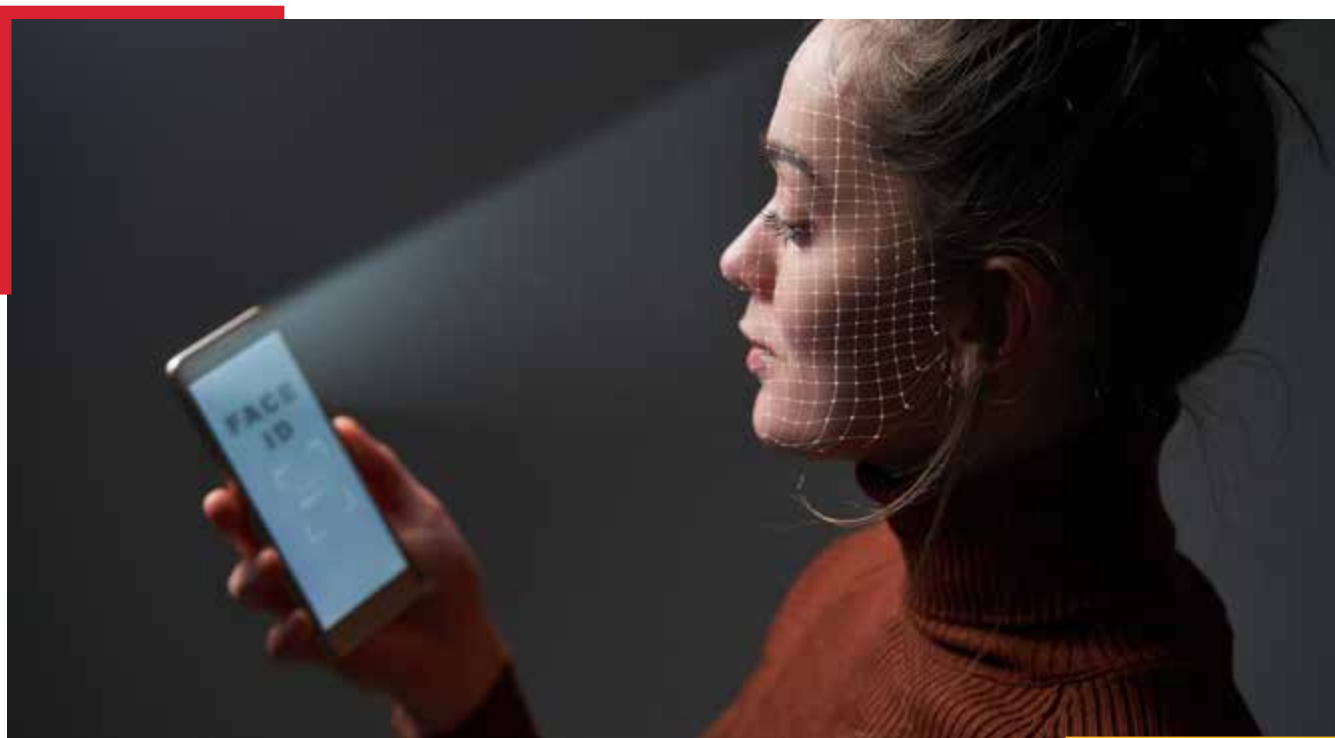


Payment Systems & other Aadhaar applications for residents and to make authentication more secure & liveness detection efficient. The Authentication API has the provision of sending fingerprint authentication request using FMR (Finger Minutiae Record) - FIR (Finger Image Record) in a single PID Block. However, presently most of the entities are primarily using FMR for fingerprint based Aadhaar authentication & some are using FIR only. During the FIR based authentication, the FIR image will go through certain checks by UIDAI's indigenous Artificial Intelligence (AI) model to validate the originality (liveness) of the fingerprint images. The size of Fingerprint Minutiae Record (FMR) template is around 2-3 kb, however the average size of single PID block of FMR-FIR template would be 15-20kb.

8.2.2 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 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 Agencies (AUA) application to authenticate a resident after verifying liveness through captured face image. Face authentication was officially launched for the following services:

1. Department of Pensions & Pensioners' Welfare (DoPPW) for "Jeewan Pramaan" Digital Life Certificate.
2. National Health Authority (NHA)
3. CEG, Government of Karnataka for "FRUITS" Farmer Registration & Unified Beneficiary Information System.





08 Entities have been permitted to use Face authentication in production environment. More authentication ecosystem partners will be encouraged to use Face Authentication. The total number of Face Authentication transaction since 15th October 2021 to 31st March 2022 is 1,77,138.

8.2.3 Touchless Biometric Solution: UIDAI is working on Touchless biometric solution inclusive of various aspects of Physiological & Behavioural biometrics, Touchless fingerprint, Palmprints, with different academia of excellence working on Biometric field to develop smart devices which can be used as universal authenticators in Aadhaar Authentication ecosystem.

The key points of the Touchless biometric solution are:

1. Key requirement is to capture biometrics easily with a phone camera & ease of authentication. Liveness is the most imp requirement to avoid frauds.
2. Best user experience & best authentication success rate.
3. Easy to capture, hard to fraud, and Acquisition in nothing more than a smartphone.

8.2.4 Re-structuring of Authentication Agency framework & governance being explored to simplify it for further proliferation of Aadhaar and its use-cases. Development of User Consent Management Architecture is also being pursued.

8.3 CRM AND LOGISTICS DIVISION

8.3.1 Logistics Division has planned to launch Address Validation Letter (AVL) service to enable residents to update their address online without having any listed proof of address

document in Aadhaar. This Address update PIN is to be communicated to the resident through Department of Post by speed post.

8.3.2 Logistics Division is also initiating Aadhaar Status Letters (ASLs) service to convey the residents status of their Aadhaar through printed letter mode.

8.3.3 New Advanced Contact Centre Infrastructure

1. Implementation of TO-BE CRM solution (Open source): At present, UIDAI is using Microsoft Dynamics 2011 CRM application (proprietary software) for handling resident grievances.

In order to facilitate residents in a better manner and to resolve the queries/grievances of general public, UIDAI shall switch to open source CRM application (TO-BE CRM Solution) soon. This TO -BE solution shall have the capabilities to support multi-channels as detailed below:

- i) Voice
- ii) Email
- iii) Web Portal
- iv) Social media
- v) Walk ins
- vi) Letters
- vii) Chat bot

2. Increasing of IVRS ports : At present, 485 IVRS ports are available with UIDAI interactive voice response system which is capable of handling 485 resident calls simultaneously.

In order to increase capacity of handling more calls all together, UIDAI is in process of increasing the IVRS



ports to 570 for better satisfaction of the residents.

3. Enabling residents to know grievance status through SMS on 1947: At present, residents can check the status of their grievances through email/by calling 1947. For better satisfaction of the residents, provision is being made for checking the status of grievances by sending an SMS through short code on 1947.

8.4 INFORMATION SECURITY

8.4.1 For robust disaster recovery systems, ISO certification for Business Continuity Management (BCM) is being pursued.

8.4.2 L1 authentication devices for more secure authentication to be introduced soon. L0 registration of devices for at software level already in place.

8.4.3 UIDAI is also exploring the possibility of conducting Bug Bounty programmes and ethical hacking to strengthen UIDAI systems.

8.5 TECHNOLOGY DEVELOPMENT

8.5.1 To reduce dependencies on proprietary solutions, development of prototype of indigenous Automatic Biometric Identification Solution (ABIS) solution in association with IIIT Hyderabad is being done. Also, possibility of commercializing the research prototype being actively explored.

8.5.2 An Inspection Portal automating inspection of Aadhaar Centres by Registrar/UIDAI is being developed.

8.5.3 MoUs are being signed with Academia, e.g. IISc, IITs, CSIR etc. for advanced research in the area of biometrics and ID solutions; thus furthering the commitment to being a leader in the domain of ID systems.



**SECURITY IS NOT
A PRODUCT, BUT
A PROCESS**



8.5.4 A Data Science work bench is being created for product innovation involving internal/external partners.

8.5.5 Research is being carried out on use of other biometrics e.g. voice, ear etc. as standalone or multi-factor authentication modes.

8.5.6 Research in newer technologies like Blockchain-based Identity solutions, IoT, Confidential Computing, AI-based Fraud Analytics, quantum-resilient cryptographic solutions etc. is being explored.

8.5.7 UIDAI is in process of commissioning of Private cloud to enable optimum resources utilization and better monitoring of services.

8.5.8 There is a future plan for Augmenting Enrolment / Update and Authentication capacities in Upgraded data centres. Also new biometric service providers will be onboarded.

8.5.9 Possibility of transforming Aadhaar into a Global Identity Standard is also being explored.

8.6 HUMAN RESOURCE AND ADMINISTRATION

8.6.1 Engagement of Senior Technical Resources for Strengthening the in-house technical capabilities in UIDAI for research/innovation in the areas of new technologies/processes:

The requirement of senior level resource to oversee, monitor and mentor in respect of technological aspects of UIDAI and to aid and advise the CEO UIDAI and senior management on technical aspects has been observed. It has become necessary in view of engagement of new MSIP/ MSAP. Further, the Young Professionals (YPs) engaged by the UIDAI directly from the campus of premier

engineering colleges also require mentors for their regular guidance.

To fulfil the above requirement, creation of CTO organization with 15 highly qualified resources, headed by a Chief Technology Officer is underway. UIDAI's CTO organization is supposed to architect and orchestrate its critical and complex technology infrastructure & applications. It will innovate new technology solutions in the areas of digital identity management, auth/eKYC, AI/ML, biometrics, security cloud technologies etc.

8.6.2 Training and Capacity Building of Government officers/officials and NISG Resources:

In order to cater to the training requirements of the UIDAI officers/officials and NISG Resources and to enhance capacity building of the officials, a Training Cell has been created and a Training Officer has been appointed for the purpose.

Regular trainings both in classroom and online modes are being imparted during in-house training programmes by inviting the faculty from Institute of Secretariat Training and Management (ISTM), New Delhi. Training courses are also being arranged at other reputed training institutes like IIPA, NTIPRIT, HIPA, C-DAC including courses of technical nature for all levels.

A proposal for reimbursement of training fee is also under active consideration both for Government officials and NISG Resources working in UIDAI.

8.6.3 UIDAI has procured land for construction of its own Office Complex at Lucknow (Uttar Pradesh) and Guwahati (Assam) and the newly constructed Office Complex would be made operational in near future.



8.6.4 A Project for Residential complex for UIDAI HQ and Regional Office Delhi employees is underway. A land measuring 2.0 acres was allotted to UIDAI by Land & Development Office on 02.08.2018 and the same was handed over to UIDAI on 12.10.2018. After approval of Competent Authority, UIDAI entered into an agreement with M/s EIL for Project Management Consultancy (PMC) on 15th April, 2019. North DMC has approved the building plans on 12th November, 2020 and final consent for starting the construction work was given to M/s EIL on 13th November, 2020. The construction activities was started from 13.11.2020 and expected completion date of the project is 11th March, 2023 (28 Months from the Approval of

building plans by Statutory Bodies). Total 105 quarters are planned in this complex: Type VIII-1, Type VI-9, Type V-24, Type-IV-20, Type III/II-51. As on 31.03.2022, 27% construction work is completed.

8.6.5 Five Star GRIHA Rating (Final) for UIDAI HQ Building: UIDAI HQ building is a state of art building in NCR and was initially awarded five star rating by GRIHA (Green Rating for Integrated Habitat Assessment) Council in 2018. The council has again audited the UIDAI HQ building in 2020 and building has been awarded the Five Star GRIHA rating (final) on 12-10-2020 which is valid for five years from the date of final rating of building i.e. 12-10-2020.



Certificate for 5 star rating of UIDAI HQ building by GRIHA



9. FINANCIAL PERFORMANCE

9.1 UIDAI FUND

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

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

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

(2) The Fund shall be applied for meeting—

- (a) the salaries and allowances payable to the Chairperson and members and administrative expenses including the salaries, allowances and pension payable to or in respect of officers and other employees of the Authority; and*

(b) the expenses on objects and for purposes authorised by this Act.”

9.2 BUDGET & EXPENDITURE

9.2.1 UIDAI receives Grants-in-Aid (GIA) from Ministry of Electronics and Information Technology (MeitY) under three Heads namely GIA-General, GIA-Capital and GIA-Salaries. Details of Expenditure booked against BE/RE can be seen at Table 11 and summary of Budget and Expenditure for Financial Year 2021-22 is given in Table 12.

9.2.2 UIDAI's approved Budget Estimates (BE) and Revised Estimates (RE) for the financial year 2021-22 has been ₹ 600.00 crore and ₹ 884.97 crore respectively. MeitY approved ₹ 680.00 crore to UIDAI as Supplementary Grant for 2021-22. Against total Grant of ₹ 1564.97 crore (₹ 884.97 crore + ₹ 680.00 crore), a sum of ₹ 1564.54 crore was spent during the year.

9.2.3 Budget Estimates (BE) of ₹ 1110.00 Crore has been approved for the financial year 2022-23.

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



Table-11 – Details of Expenditure booked against BE/ RE (2009-10 to 2021-22)

Year	Budget Estimates (₹ in Crore)	Revised Estimates (₹ in Crore)	Expenditure (₹ in Crore)
2009-10	120.00	26.38	26.21
2010-11	1,900.00	273.80	268.41
2011-12	1,470.00	1,200.00	1,187.50
2012-13	1,758.00	1,350.00	1,338.72
2013-14	2,620.00	1,550.00	1,544.44
2014-15	2,039.64	1,617.73	1,615.34
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

@Excess expenditure met from unspent Grant of previous year.

#Excess expenditure met from unspent Grant of previous year and UIDAI Income. 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.

*In addition to RE of ₹ 884.97 crore, MeitY approved ₹ 680.00 crore to UIDAI as supplementary Grant for 2021-22

Table-12 - Summary of Budget and Expenditure for Financial Year 2021-22

Grant Head	BE for 2021 - 22 (₹ in Crore)	RE 2021-22 (₹ in Crore)	Supplemen- tary Grant (₹ in Crore)	Total Grant (₹ in Crore)	Expenditure Upto 31.03.2022 (₹ in Crore)	% of Exp. W.r.t. Total Grant
(1)	(2)	(3)	(4)	(5)=(3)+(4)	(6)	(7)
Grant-in- Aid General	480.00	751.97	450.00	1,201.97	1,201.91	99.99%
Grant-in- Aid for Capital Assets	75.00	85.00	230.00	315.00	315.00	100.00%
Grant -in- Aid Salaries	45.00	48.00	0.00	48.00	47.63	99.22%
Total Grant -in-Aid	600.00	884.97	680.00	1,564.97	1,564.54	99.97%



Graph 12 – Details of Expenditure booked against BE/RE from 2015-16 to 2021-22



* RE 2021-22 includes Supplementary Grant of ₹680.00 Crore received from MeitY



9.3 INCOME FROM SERVICES

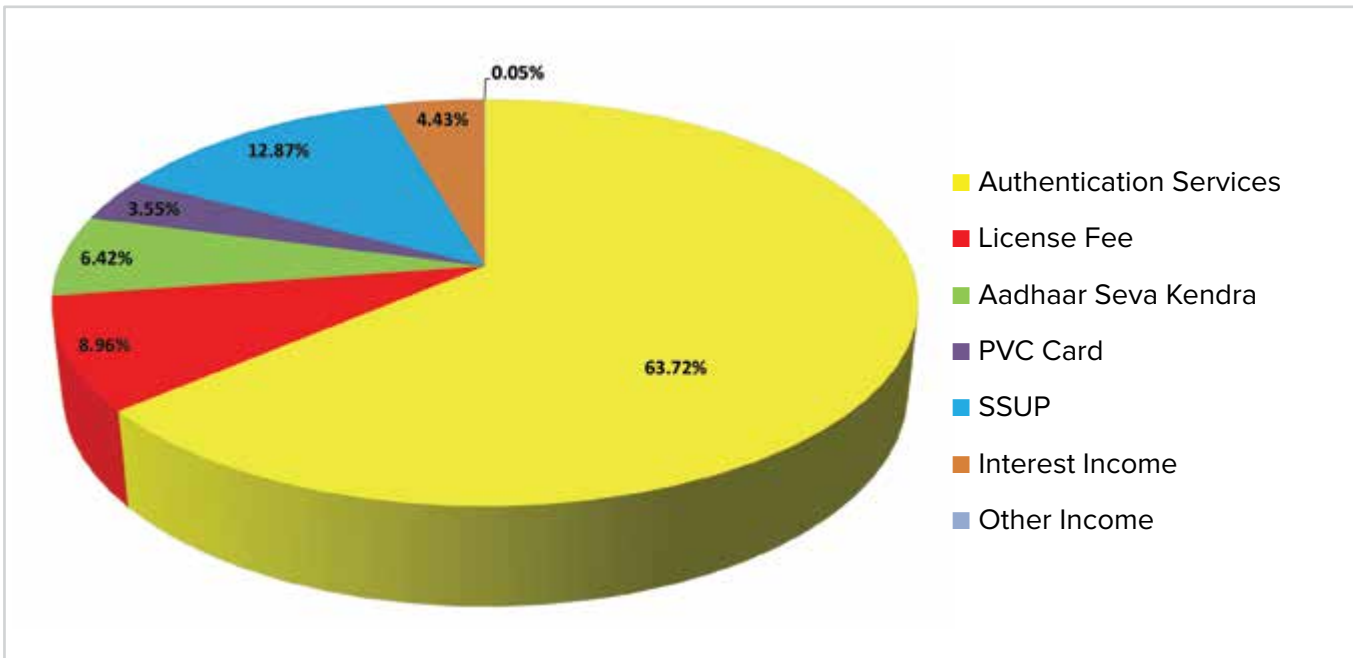
UIDAI started levying charges from the month of March, 2019 on its Yes/No authentication services and eKYC services for certain categories of Authentication service users. Also,

UIDAI started its own Aadhaar Seva Kendras wherein the resident can use enrolment and update services. PVC Card Service, Self Service Update Portal (SSUP) and Interest Income are other major sources of UIDAI Income. Income from various services in the year 2021-22 is given in Table 13.

Table-13 - Details of Income from Services for the FY 2021-22

Year	Authentication Services (₹ in Crore)	License Fee (₹ in Crore)	Aadhaar Seva Kendra (₹ in Crore)	PVC Card (₹ in Crore)	SSUP (₹ in Crore)	Interest Income (₹ in Crore)	Other Income (₹ in Crore)	Total (₹ in Crore)
2021-22	246.84	34.71	24.89	13.76	49.86	17.17	0.18	387.41

Graph 13 – Details of Income from Services for the FY 2021-22





10. AUDITED ACCOUNTS OF UIDAI FOR THE YEAR 2021-22

Separate Audit Report of the Comptroller & Auditor General of India on the Annual Accounts of Unique Identification Authority of India (UIDAI) for the year ended 31st March 2022

We have audited the attached Balance sheet of the Unique Identification Authority of India (UIDAI) as on 31st March 2022 and the Income & Expenditure Account/Receipts and Payment Account for the year ended on that date under section 19 (2) of the Comptroller & Auditor General's (Duties, Powers & Conditions of Services) Act, 1971 read with section 26 (2) of the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 (Aadhaar Act, 2016), The Aadhaar and other Laws (Amendment) Ordinance, 2019(02 March 2019). These financial statements are the responsibility of UIDAI Management. Our responsibility is to express an opinion on these Financial Statements based on our audit.

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

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

a test basis, evidences supporting the amounts and disclosure in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made be the Management as well as evaluating the overall presentation of Financial Statements. We believe that our audit provides a reasonable basis of our opinion.

4. Based on our audit, we report that:

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

A. Balance Sheet

1. Current Liabilities and Provisions (Schedule 7)

Provisions- ₹ 253,73,99,467.58

The above head is understated by an amount of ₹15.50 Crore due to non-inclusion of the following expenses:



S.No.	Particulars	Amount (₹ in Crore)
i	Amount payable towards Salaries of MTS Supporting Staff and House Keeping Services of Manesar Unit (₹0.15 crore) and salaries of CISF of Data Centre Bengaluru (₹1.00 crore) for the month of March 2022	1.15
ii	Amount payable to M/s Manipal Technologies Ltd for printing and dispatch of Aadhaar Documents for the period from 16.03.2022 to 31.03.2022	1.36
iii	Amount payable to M/s Nimbus Harbour Facilities Management Pvt. Ltd towards charges for Hiring of facility Management services at UIDAI, Manesar Data Centre Complex for the month of March 2022.	0.24
iv	Amount payable to M/s Tania Travel Lines for hiring of vehicles provided to CISF personnel at Manesar Data Centre for the month of March 2022	0.02
v	Amount payable to M/s EIL for project management consultancy charges against the construction progress as on 31.03.2022	0.19
vi	Amount payable to M/s Writer Business Services Pvt Ltd. For Data quality check services pertaining to the year 2021-22	4.62
vii	Amount payable to M/s Tech Mahindra Ltd Data quality check services pertaining to the year 2021-22	4.63
viii	Amount payable to M/s KPMG for Governance Risk compliance and assurance service provider for the year 2021-22	1.28
ix	Amount payable to M/s Hitachi Systems Micro Clinic Pvt Ltd for AMC of HP equipment installed at Data Centers for the year 2021-22	0.26
x	Amount payable towards Electricity Bill payable for the month of March 2022 pertains to Tech Centre, Bengaluru.	1.32
xi	Amount payable towards Telecom Service Provider (TSP) for the service of Internet pertains to fourth quarter of (January 2022 to March 2022) financial year 2021-22.	0.43
Total		15.50

This has also resulted in overstatement of Surplus by the same amount.



2. Fixed Assets (Schedule 8)

Capital Work in Progress- ₹63,99,93,578.83

The above head is understated by an amount of ₹1.18 Crore due to following-

- i. Non capitalisation of the expenditure of ₹0.47 Crore incurred towards setting up of Digital Forensic Lab during the year 2021-22.
- ii. Not accounting for invoice amounting to ₹0.71 Crore raised by M/s Tarento Technologies Pvt. Ltd towards developing online appointment booking portal for Aadhaar Enrolment & Update Centers and Police Verification Portal & Application.

This has also resulted in understatement of Current Liabilities also by this amount.

B. Comments on Contingent Liabilities and Notes on Accounts (Schedule 26)

i. Contingent Liabilities

The above head is understated by an amount of ₹5.92 Crore due to non-inclusion of the demand raised by M/s LIC towards rent of the premises at 3rd floor of Jeevan Bharati Building New Delhi.

ii. Capital Commitments

The above head is understated by an amount of ₹1.46 Crore due to non-inclusion of the amount pertaining to the contract towards setting up of Digital Forensic Lab.

C. Grant-in-aid

Out of the grants in aid of ₹1578 crore

(including unspent balance of ₹13.03 crore of the earlier year) received during the year, UIDAI utilised a sum of ₹1564.54 crore, leaving a balance of ₹13.46 crore, as unutilised grant as on 31st March 2022.

v. Subject to our observations in the preceding paragraphs, we report that the Balance Sheet and Income & Expenditure Statement along with Receipt & Payment account dealt with by this report, are in agreement with the books of accounts.

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

- a. In so far as it relates to the Balance Sheet, of the state of affairs of the UIDAI as on 31st March 2022; and
- b. In so far as it relates to the Income and Expenditure Account of the Deficit for the year ended on that date.

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

-Sd-

**(Roli Shukla Malge)
Director General of Audit
(Finance & Communication)**

Place: Delhi

Date: 03.11.2022



Brief Note on Internal Control in Unique Identification Authority of India for year 2021-22

An evaluation of the Internal Control System existing in UIDAI was done during the course of certification of the annual accounts for the year ended 31st March 2022. Brief description of the Internal Control System is herewith: -

Organizational Setup

The Authority consists of a chairperson appointed by Central Government on part time basis, two part time members and a Chief Executive Officer who shall be the Member Secretary of the Authority. The Key Managerial Post of UIDAI are: -

Chairman	Vacant
Part-time members of UIDAI	Dr. Anand Deshpande
Chief Executive Officer (CEO)	Dr. Saurabh Garg, IAS

Headquarters (HQ) setup

At the HQ, the CEO is assisted by five Deputy Director General (DDGs), Joint Secretary level Officers of Government of India, as in charge of various wings of UIDAI. The DDGs are supported by Assistant Directors General (ADGs), Deputy Directors, Section Officers and Assistant Section Officers. The HQ has a total sanctioned strength of 134 officers and staff members.

Regional Offices (ROs) setup

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

Senior Accounts Officer, Accountant and personal staff.

Delegation of Financial Power

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

Policies and Procedure

Unique Identification Authority of India (Salary, Allowances and other Terms and Conditions of Service of Employees) Regulations, 2020 issued vide gazette notification dated 21.01.2020. UIDAI has filled various vacancies after gazette notification through deputation which is also one defined mode of recruitment in UIDAI Recruitment Rules.

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

Receipts and Disbursement of Cash

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



cash balance, as prescribed by the Authority, is being maintained.

Maintenance of Funds (Plan/Non-Plan)

Prior to establishment as statutory authority i.e., up to 2016-17, UIDAI was functioning as an attached office of the then Planning Commission (now NITI Aayog) vide its Gazette Notification No: A-4301/02/2009-Admn.I dated 28 January 2009. Later, on 12 September 2015, the Government revised the allocation of business rules to attach the UIDAI to the then Department of Electronics & Information Technology (DeitY) of the then Ministry of Communication and Information Technology.

In Financial year 2021-22, UIDAI received grant of ₹1564.97 crore (Salary- ₹48.00 crore + Capital- ₹315.00 crore + General ₹1201.97 crore) from Central Government.

Receipts and Receivable/disbursement of cash

All sanctions of the competent authority, which are forwarded to the Accounts Division for payment, are checked with the existing rules/orders, approval of the Competent Authority, availability of funds under the allocable Head

of Accounts etc. and final order for payment are issued accordingly.

Pay Rolls/Loans and Advances to individuals

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

Bank Balance/ Bank Reconciliation

Bank Reconciliation statement has been maintained by UIDAI regularly.

Fixed Assets

The Registers of Fixed Assets are maintained only in computerized form. Also, the Physical Verification of Assets of UIDAI HQ for the year 2021-22 was done during the month of April 2022.

ह0/-
(रोली शुक्ला माल्गे)
प्रधान निदेशक लेखापरीक्षा
(वित्त एवं संचार)

Place: Delhi
Date: 03-11-2022



Annexure - I to Separate Audit Report on the accounts of Unique Identification Authority of India for the year ended 31st March 2022

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

1. ADEQUACY OF INTERNAL AUDIT SYSTEM

The Finance Division of UIDAI, headed by DDG (Finance), is the designated division for Internal Audit. The Finance Division prepared the annual programme of Internal Audit of the Division in UIDAI HQ and the Regional Offices and constitutes the teams for conducting these Audit. The Audit Teams comprise Officers from UIDAI HQ and Regional Offices. These Audit Teams visit the concerned Offices/ Divisions and conduct Audit of these Offices/ Divisions. After conducting the Audit, the Audit Team submits a Report to the Finance Division in UIDAI HQ which takes further necessary action thereon.

During the year 2021-22, the Internal Audit wing of UIDAI has conducted the Internal Audit of Regional Office, Delhi (for the period February 2021 to February 2022) on 7 March 2022 to 11th March 2022 and Manesar Data Centre (for the period February 2021 to January 2022) was conducted from 14th February 2022 to 18th February 2022 and Internal Audit was conducted in respect of HQ and remaining Regional Offices for the period 2021-22.

(a) SCOPE OF INTERNAL AUDIT

The scope and function of the internal audit is to encompass the value for money perspectives also requiring appraisal of economy, efficiency

and effectiveness parameters of the various projects. Accordingly, Internal Audit plans are prepared, and Internal Audits are conducted. However, there is no Internal Audit Manual specifying the duties and functions of the organization, with particular reference to the prevailing conditions in UIDAI.

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

(b) QUANTUM & FREQUENCY OF INTERNAL AUDIT

The internal audit conducts general review of all the accounts records maintained in UIDAI HQ as well as Regional Offices. As regards Internal Audit of Headquarters, the audit of expenditure and underlying process and procedures is conducted on a quarterly basis. Internal Audit of Regional Offices and Technology Centres is conducted on annual basis. On review of Internal Audit Report it has been observed that no. of outstanding paras of Internal Audit Report during 2021-22 is 106 Paras.

(c) CHECKING OF RECEIPTS

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



2. ADEQUACY OF INTERNAL CONTROL SYSTEM

The brief Note on Internal Control in UIDAI for the year 2021-22 is attached herewith as Annexure.

3. SYSTEM OF PHYSICAL VERIFICATION OF FIXED ASSETS

The Registers of Fixed Assets are maintained only in computerized form. Also, the Physical Verification of Assets of UIDAI HQ for the year 2021-22 was done during the month of April 2022. Further, RO UIDAI Physical Verification not conducted.

4. SYSTEM OF PHYSICAL VERIFICATION OF INVENTORY

No inventory is being maintained in UIDAI.

5. REGULARITY IN PAYMENT OF STATUTORY DUES

UIDAI is prompt in payment of statutory dues. There was no cases found all cases were already disclosed in the Notes to Accounts (Schedule 26).

ह0/-
(रोली शुक्ला माल्णे)
प्रधान निदेशक लेखापरीक्षा
(वित्त एवं संचार)

Place: Delhi
Date: 03-11-2022



FORM - A
BALANCE SHEET AS ON 31st MARCH 2022

(Amount in ₹)

S.No.	Particulars	Schedule	Current Year	Previous Year
	Liabilities			
1	Corpus/ Capital Fund	1	10,59,19,84,576.55	9,68,09,80,269.09
2	UIDAI Fund	1A	9,00,45,15,114.01	4,30,76,03,570.83
3	Reserves and Surplus	2	-	-
4	Earmarked/ Endowment Funds	3	-	-
5	Secured Loans and Borrowings	4	-	-
6	Unsecured Loans and Borrowings	5	-	-
7	Deferred Credit Liabilities	6	-	-
8	Current Liabilities and Provisions	7	4,89,85,31,937.84	2,67,71,47,220.05
	Total		24,49,50,31,628.40	16,66,57,31,059.97
	Assets			
1	Fixed Assets	8	9,82,71,72,902.78	7,00,08,60,697.88
2	Investments – from Earmarked/ Endowment Funds	9	-	-
3	Investments-Others	10	-	-
4	Current Assets, Loans, Advances etc.	11	14,66,78,58,725.62	9,66,48,70,362.09
5	Miscellaneous Expenditure (to the extent not written off or adjusted)		-	-
	Total		24,49,50,31,628.40	16,66,57,31,059.97
	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: 02/07/2022

Place: New Delhi



FORM - B
INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED
31st MARCH 2022

(Amount in ₹)

S.No.	Particulars	Schedule	Current Year	Previous Year
	Income			
1	Income from Services	12	3,75,68,00,204.41	2,34,44,90,623.50
2	Grants/Subsidies	13	12,49,53,55,286.29	8,45,46,42,545.89
3	Fees/Subscriptions	14	34,71,35,867.50	30,20,55,278.00
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	17,17,01,577.00	9,68,08,889.33
7	Other Income	18	54,78,58,972.46	48,06,03,978.06
8	Increase/(decrease) in stock of Finished goods and works-in-progress	19	-	-
	Total (A)		17,31,88,51,907.66	11,67,86,01,314.78
	Expenditure			
1	Establishment Expenses	20	50,58,39,183.00	44,28,91,834.00
2	Other Administrative Expenses etc.	21	48,09,91,127.52	47,74,02,497.81
3	Operational Expenses	22	11,29,70,78,697.68	7,67,66,44,708.06
4	Expenditure on Grants, Subsidies etc.	23	-	-
5	Interest	24	-	-
6	Depreciation (Net Total at the year-end – corresponding to Sch. 8)		91,46,99,971.27	1,34,67,49,615.82
	Total (B)		13,19,86,08,979.47	9,94,36,88,655.69
	Balance being excess of Income over Expenditure (C)=(A-B)		4,12,02,42,928.19	1,73,49,12,659.09
	Prior Period Expenses (D)		1,12,15,67,821.70	3,82,75,24,021.36
	Prior Period Income (E)		81,79,408.52	15,05,453.72
	Other Prior Period Adjustments (F)		-	16,12,13,015.75



S.No.	Particulars	Schedule	Current Year	Previous Year
	Transfer to UIDAI Fund (G)		4,82,34,96,621.37	3,22,39,58,768.89
	Transfer to Special Reserve (Specify each)		-	-
	Transfer to/ from General Reserve		-	-
	BALANCE BEING SURPLUS/ (DEFICIT) CARRIED TO CORPUS (H)		(1,81,66,42,106.36)	(5,15,38,51,661.69)
	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: 02/07/2022

Place: New Delhi



FORM - C
RECEIPT AND PAYMENT ACCOUNT FOR THE YEAR ENDED
31st MARCH 2022

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
	Receipts		
1	Opening Balances		
	a. Cash in Hand	18,79,114.00	12,19,210.00
	b. Bank Balance		
	i. In Current Accounts	1,49,83,50,692.02	32,95,07,112.41
	ii. In Deposit Accounts	4,13,35,80,304.74	4,95,10,04,686.72
	iii. Saving Accounts	-	-
	iv. Other Adjustments	-	-
2	Grants/ Subsidies Received		
	a. From Government of India		
	i. Grants-in-aid: General	12,01,97,00,000.00	5,31,00,00,000.00
	ii. Grants-in-aid: Salaries	48,00,00,000.00	47,00,00,000.00
	iii. Grants-in-aid: Capital	3,15,00,00,000.00	35,00,00,000.00
	b. From State Government	-	-
	c. From Other Sources (Details) (Grants for Capital and Revenue Expenditure to be shown separately)	-	-
3	Income from Services	4,89,52,94,496.23	2,72,00,72,640.55
4	Inflow from Investment		
	a. Earmarked/Endowment Funds	-	-
	b. Own Funds (Other investments)	52,82,21,20,292.74	23,86,03,35,866.00
5	Interest Received		
	a. On Bank deposits	9,01,77,176.37	13,57,47,065.07
	b. Loans, advances etc.	81,96,137.50	36,88,581.00
	c. Others	91,69,330.00	7,28,766.00
6	Other Income (Tender Fee, RTI Fee etc.)	8,92,621.87	7,04,544.00



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	2,10,003.00	5,73,71,565.00
	d. Refund of advances		
	i. HBA	-	-
	ii. Car Advance	-	-
	iii. Motor Cycle/Scooter Advance	-	-
	iv. Computer Advance	-	-
	v. Other Advances	5,17,262.00	3,52,568.00
	vi. LTC	6,81,355.00	4,61,746.00
	vii. General Office Expenses	3,26,066.00	2,32,003.00
	e. Income Tax	9,65,19,320.00	2,91,50,614.00
	f. Service Tax	-	-
	g. Miscellaneous Receipts	1,69,160.00	2,12,033.00
	h. GST / TDS	24,68,08,831.39	15,94,86,833.67
	i. Advances refunded by State Authorities	5,39,02,304.00	46,29,67,596.00
	j. Advances refunded by Contractors	-	-
	k. Other Receipts	42,237.12	7,77,514.02
	l. Penalties and Liquidity Damages	1,37,64,777.00	29,22,380.00
	m. Sale of Scrap	61,406.94	1,86,221.36
	n. Funds received by Regional Offices	1,10,29,07,015.00	1,02,06,24,317.00
	o. With held Amount of Vendors	-	-
	p. Advance Received from Debtors	-	-
	Total	80,62,52,69,902.92	39,86,77,53,862.80
	Payments		
1	Establishment expenses	38,08,81,696.65	37,45,54,621.20
2	Other Administrative Expenses	50,14,90,569.66	52,63,08,515.11



S.No.	Particulars	Current Year	Previous Year
3	Operational Expenses	9,92,95,23,253.60	6,26,49,14,794.66
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)	52,71,09,18,961.56	23,47,73,04,958.00
6	Expenditure on Fixed Assets & Capital Work-in-Progress		
	a. Purchase of fixed Assets	2,75,10,77,439.00	52,47,10,787.00
	b. Expenditure on Capital Work-in-progress	23,92,73,809.00	4,37,86,207.00
7	Refund of surplus money/Loans		
	a. To the Government of India	61,14,33,666.71	44,89,17,253.00
	b. To the State Government	-	-
	c. To other providers of funds	-	-
8	Finance Charges (Interest)	-	-
9	Other Payments (Specify)		
	a. NPS	-	-
	b. Leave Salary Pension Contribution	5,24,52,331.00	1,78,68,450.00
	c. Security/ Earnest money deposit	-	1,97,39,420.00
	d. Advances		
	i. HBA	-	-
	ii. Car Advance	-	-
	iii. Motor Cycle/Scooter Advance	-	-
	iv. Computer Advance	-	-
	v. Other Advance	44,64,571.00	39,56,417.65
	vi. General office expenses	7,99,693.00	7,43,275.00
	vii. LTC	17,23,467.00	35,56,665.00
	viii. Central/State Authorities	1,42,33,54,503.60	88,17,78,483.00
	e. Income Tax	-	-
	f. Service Tax	-	-
	g. Miscellaneous Payments	-	-
	h. GST/TDS	29,05,33,906.52	21,45,16,489.08



S.No.	Particulars	Current Year	Previous Year
	i. Advances to Contractors	-	-
	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	4,21,000.00	37,05,16,624.07
	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	6,31,84,781.41	4,01,46,475.27
	x. Funds transferred to Regional Offices	1,10,29,07,015.00	1,02,06,24,317.00
10	Closing Balances	-	-
	a. Cash in Hand	24,32,994.00	18,79,114.00
	b. Bank Balances		
	i. In Current Accounts	38,47,63,552.93	1,49,83,50,692.02
	ii. In Deposit Accounts	10,17,36,32,691.28	4,13,35,80,304.74
	iii. Savings Accounts	-	-
	Total	80,62,52,69,902.92	39,86,77,53,862.80

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

Sd/-
Director (Accounts)

Sd/-
Deputy Director General

Sd/-
Chief Executive Officer

Date: 02/07/2022
Place: New Delhi



SCHEDULE 1 – CORPUS/CAPITAL FUND FORMING PART OF BALANCE SHEET AS ON 31st MARCH 2022

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Balance as at the beginning of the year	9,68,09,80,269.09	14,35,73,05,525.11
2	Add : Contributions towards Corpus/Capital Fund	3,14,99,99,702.89	47,80,29,321.99
3	Add/ (Deduct) : Balance of net income/ (expenditure) transferred from the Income and Expenditure Account	(1,81,66,42,106.36)	(5,15,38,51,661.69)
4	Add / (Less) :Previous year Liability transferred to/ from Corpus	(42,23,53,289.07)	(5,02,916.32)
	Balance as at the year- end	10,59,19,84,576.55	9,68,09,80,269.09

Sd/-
Director (Accounts)

Sd/-
Deputy Director General



SCHEDULE 1A – UIDAI FUND
FORMING PART OF BALANCE SHEET AS ON 31st MARCH 2022

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Balance as at the beginning of the year	4,30,76,03,570.83	3,88,63,16,669.82
2	Add/(Deduct) : Net Surplus Grant and owned income generated by UIDAI Transferred from the Income & Expenditure Account	4,82,34,96,621.37	3,22,39,58,768.89
3	Add / (Less) :Adjustment from/to UIDAI Fund	(12,65,85,078.19)	(2,80,26,71,867.88)
	Balance as at the year- end	9,00,45,15,114.01	4,30,76,03,570.83

Sd/-
Director (Accounts)

Sd/-
Deputy Director General



SCHEDULE 2 – RESERVES AND SURPLUS FORMING PART OF BALANCE SHEET AS ON 31st MARCH 2022

(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 2022**

(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	-	-	-	-	-	3,88,63,16,669.82
2	Additions to the Funds						
	a. Donations/grants	-	-	-	-	-	6,13,00,00,000.00
	b. Income from Investments made on account of funds	-	-	-	-	-	-
	c. License Income	-	-	-	-	-	30,20,48,158.00
	d. Income from Authentication service	-	-	-	-	-	1,56,06,34,951.29
	e. Income from Enrollment service	-	-	-	-	-	17,18,09,188.77
	f. Income from Re-print Aadhaar	-	-	-	-	-	8,93,47,378.61
	g. Income from PVC Card Service	-	-	-	-	-	35,43,47,663.44
	h. Income from SSUP Service	-	-	-	-	-	16,83,51,441.39
	i. Penalties, LDs & Disincentives	-	-	-	-	-	44,03,82,130.67
	j. Sale of Scrap	-	-	-	-	-	-
	k. Other Income (interest, Rent, Fees other than License Fee etc)	-	-	-	-	-	13,70,37,856.72
	l. Interest on receipt of GIA of FY 2018-19 transferred to Current Liabilities	-	-	-	-	-	-
	m. UIDAI Income available in UIDAI Fund	-	-	-	-	-	-
	Total (2)	-	-	-	-	-	9,35,39,58,768.89



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	-	-	-	-	-	47,80,29,321.99
	ii. Others	-	-	-	-	-	-
	Total						
	b. Revenue Expenditure						
	i. Salaries, Wages and allowance etc	-	-	-	-	-	43,25,51,615.20
	ii. Rent	-	-	-	-	-	-
	iii. Other Administrative expenses	-	-	-	-	-	8,02,20,90,930.69
	c. Deposited with Central Government	-	-	-	-	-	-
	Total						
	Total (3)	-	-	-	-	-	8,93,26,71,867.88
	Net Balance as at the Year-end (1 + 2 - 3)	-	-	-	-	-	4,30,76,03,570.83

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 2022

(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 2022

(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 2022

(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 2022

(Amount in ₹)

S. No.	Particulars	Current Year	Current Year	Previous Year	Previous Year
	Current Liabilities				
1	Acceptances	-	-	-	-
2	Sundry Creditors				
	a. For Goods & Services	-	1,53,54,96,761.87		59,11,50,408.87
	b. Others	-	12,68,86,115.87		9,40,33,764.04
3	Advances Received	-	59,64,97,213.45		37,76,89,945.22
4	Interest accrued but not due on:				
	a. Secured Loans/borrowings	-	-		-
	b. Unsecured Loans/borrowings	-	-		-
5	Statutory Liabilities				
	a. Overdue	-	-		-
	b. Others	-	7,77,64,341.27		3,27,18,944.57
6	Other current Liabilities				
	a. Grant- Capital Creation				
	Opening Balance	-	-	-	-
	Add: Grant Received during the year	3,15,00,00,000.00		35,00,00,000.00	
	Less: Grant Utilised during the year	3,14,99,99,702.89		47,80,29,321.99	
		297.11		(12,80,29,321.99)	
	Less: Transferred to Corpus	-		-	
		297.11		(12,80,29,321.99)	
	Less: Transferred to/from UIDAI Fund/CFI	297.11		(12,80,29,321.99)	-
	b. Grant- Salary				
	Opening Balance	-	-	-	-
	Grant Received during the year	48,00,00,000.00		47,00,00,000.00	
	Less: Revenue grant transferred to Income	47,62,79,015.00		43,25,51,615.20	
		37,20,985.00		3,74,48,384.80	
	Less: Transferred to UIDAI Fund	37,18,765.00		3,74,48,384.80	-
		2,220.00			



S. No.	Particulars	Current Year	Current Year	Previous Year	Previous Year
	Less: Transferred to CFI	2,220.00			
	c. Grant- General				
	Opening Balance	-		-	
	Grant Received during the year	12,01,97,00,000.00		5,31,00,00,000.00	
	Less: Revenue grant transferred to Income	12,01,90,76,271.29		8,02,20,90,930.69	
		6,23,728.71		(2,71,20,90,930.69)	
	Less: Unspent Grant Transferred to/from UIDAI Fund	-		(1,21,69,48,400.15)	
	Less: UIDAI Income Transferred to/from UIDAI Fund	-	-	(1,49,51,42,530.54)	-
		6,23,728.71			
	Less: Transferred to CFI	6,23,728.71			
	d. Retained earnings- Central Government				
	Opening Balance	9,25,35,982.30		44,89,17,253.00	
	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	2,44,88,037.50		9,07,82,472.30	
	f. Other Income	-		17,53,510.00	
		11,70,24,019.80		54,14,53,235.30	
	Less: Refunded to Central Government	9,25,35,982.00		44,89,17,253.00	
	BALANCE FUND	2,44,88,037.80		9,25,35,982.30	
	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	-	2,44,88,037.80	-	9,25,35,982.30
	Total (A)		2,36,11,32,470.26		1,18,81,29,045.00



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)	-	2,53,73,99,467.58	-	1,48,90,18,175.05
	Total (B)		2,53,73,99,467.58		1,48,90,18,175.05
	Total (A+B)		4,89,85,31,937.84		2,67,71,47,220.05

Sd/-
Director (Accounts)

Sd/-
Deputy Director General



**SCHEDULE 8: FIXED ASSETS
FORMING PART OF BALANCE SHEET AS ON 31st MARCH 2022**

(Amount in ₹)

Description	Gross Block					Accumulated Depreciation					Net Block	
	Cost/Valuation as (01/04/2021) at beginning of the year (3)	Addition during the year (4)	Deduction during the year (5)	Adjustments (6)	Cost/Valuation at the end (7)	As at 1/04/2021 (8)	Additions during the year (9)	Deductions during the year (10)	Adjustments (11)	As at 31/03/2022 (12)	As at 31/03/2022 (13)	As at Previous Year end at 31/03/2021 (14)
FIXED ASSETS												
1. Land												
a. Freehold	71,31,36,830.46	99,88,867.00	-	-	72,31,25,697.46	-	-	-	-	-	72,31,25,697.46	71,31,36,830.46
b. Leasehold	9,87,64,050.00	-	-	-	9,87,64,050.00	3,21,63,707.97	32,92,135.00	-	-	3,54,55,842.97	6,33,08,207.03	6,66,00,342.03
TOTAL (1)	81,19,00,880.46	99,88,867.00	-	-	82,18,89,747.46	3,21,63,707.97	32,92,135.00	-	-	3,54,55,842.97	78,64,33,904.49	77,97,37,172.49
2. Office Buildings and Data Centre:												
a. On Freehold Land	1,96,17,52,817.00	-	-	-	1,96,17,52,817.00	11,19,69,834.44	3,10,61,086.27	-	15,04,579.16	14,45,35,499.87	1,81,72,17,317.13	1,84,97,82,982.56
b. On Leasehold Land	1,15,00,00,000.00	-	-	-	1,15,00,00,000.00	10,54,28,744.75	1,82,08,333.33	-	(0.46)	12,36,37,077.62	1,02,63,62,922.38	1,04,45,71,255.25
c. Ownership Flats/Premises	-	-	-	-	-	-	-	-	-	-	-	-
d. Superstructures on Land not belonging to the entity	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL (2)	3,11,17,52,817.00	-	-	-	3,11,17,52,817.00	21,73,98,579.19	4,92,69,419.60	-	15,04,578.70	26,81,72,577.49	2,84,35,80,239.51	2,89,43,54,237.81
3. Plant Machinery & Equipment												
a. Plant & Machinery	1,89,38,52,053.82	-	-	-	1,89,38,52,053.82	70,01,85,210.76	11,99,43,963.41	-	-	82,01,29,174.17	1,07,37,22,879.65	1,19,36,86,843.06
b. Technology infrastructure (Server & DPUs)	15,17,19,41,616.73	3,04,05,61,116.67	-	0.45	18,21,25,02,733.85	13,87,94,41,369.10	36,49,70,708.58	-	1,58,18,112.06	14,26,02,30,189.74	3,95,22,72,544.11	1,29,25,00,247.63
c. UBCC Infrastructure	-	-	-	-	-	-	-	-	-	-	-	-
d. Information Technology (Software)	1,05,04,96,098.64	15,89,60,608.60	-	-	1,20,94,56,707.24	66,69,11,411.65	27,11,99,775.49	-	41,61,920.36	93,22,73,107.50	27,71,83,599.74	39,35,84,686.99
TOTAL (3)	18,11,62,89,769.19	3,19,95,21,725.27	-	0.45	21,31,58,11,494.91	15,23,65,37,991.51	75,61,14,447.48	-	1,99,80,032.42	16,01,26,32,471.41	5,30,31,79,023.50	2,87,97,51,777.68
4. Vehicles	14,60,515.00	-	-	-	14,60,515.00	5,07,141.37	1,70,956.89	-	-	6,78,098.26	7,82,416.74	9,53,373.63



Description	Gross Block				Accumulated Depreciation				Net Block		
	Cost/Valuation as (01/04/2021) at beginning of the year	Addition during the year	Deduction during the year	Adjustments	Cost/Valuation at the end	As at 1/04/2021	Additions during the year	Deductions during the year	Adjustments	As at 31/03/2022	As at Previous Year end at 31/03/2021
5. Furniture & Fixtures	8,87,72,421.23	13,32,406.27	2,63,868.00	(63,58,504.64)	8,34,82,454.86	4,41,01,640.53	65,89,695.10	1,78,592.60	(8,11,772.22)	4,97,00,970.81	4,46,70,780.70
6. Office Equipments	9,57,84,605.18	44,43,126.31	6,50,725.00	1,78,415.48	9,97,35,421.97	6,19,91,148.37	99,22,413.52	6,18,188.75	(5,15,608.36)	7,07,79,764.78	3,37,73,456.81
7. Computer/Peripherals (Desktop, Printers & Others)	58,66,94,252.68	12,19,57,306.19	21,75,033.83	(5,56,081.67)	70,59,22,443.37	48,29,37,610.65	8,01,02,160.45	20,64,382.14	(1,27,83,887.38)	54,81,91,701.60	10,37,56,642.03
8. Electric Installations	1,14,99,382.49	2,43,539.16		63,58,504.40	1,81,01,406.05	43,85,802.28	17,26,217.98		16,044.63	61,28,064.89	71,13,560.21
9. Library Books	-				-	-				-	-
10. Other fixed assets											
a. Laptop & Tablets	3,72,09,142.89	1,06,11,677.32	10,74,246.00	3,77,665.98	4,71,24,240.19	2,41,65,429.11	60,71,099.16	9,85,812.45	3,55,065.81	2,96,05,781.62	1,30,43,713.78
b. Mobile Phone	1,05,70,952.75	28,05,334.66	2,41,372.16		1,31,34,915.25	88,79,468.06	14,41,426.09	2,29,303.55	(732.31)	98,90,858.29	18,91,484.69
TOTAL (10)	4,77,80,095.64	1,34,17,011.98	13,15,618.16	3,77,665.98	6,02,59,155.44	3,28,44,897.17	75,12,525.25	12,15,116.00	3,54,333.50	3,94,96,639.91	1,49,35,198.47
Total of Current Year (1+2+3+4+5+6+7+8+9+10)	22,87,19,14,718.87	3,35,09,03,982.18	44,03,244.99	0.00	26,21,84,15,456.06	16,11,28,68,519.04	91,46,99,971.27	40,76,279.49	77,43,921.29	17,03,12,36,132.12	6,75,90,46,199.83
Previous year	22,16,53,30,234.85	71,84,29,424.92	1,13,42,024.58	(5,02,916.32)	22,87,19,14,718.87	14,77,67,80,654.72	1,34,67,49,615.92	1,06,61,750.26	-	16,11,28,68,519.04	7,38,85,49,580.39
Capital work-in-progress	24,18,14,498.05	39,81,79,080.78	-		63,99,93,578.83	-	-	-	-	63,99,93,578.83	24,18,14,498.05
GRAND TOTAL	23,11,37,29,216.92	3,74,90,83,062.96	44,03,244.99	0.00	26,85,84,09,034.89	16,11,28,68,519.04	91,46,99,971.27	40,76,279.49	77,43,921.29	17,03,12,36,132.12	7,00,08,60,697.88

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

Sd/-
Director (Accounts)

Sd/-
Deputy Director General



SCHEDULE 9 – INVESTMENTS FROM EARMARKED/ENDOWMENT FUNDS FORMING PART OF BALANCE SHEET AS ON 31st MARCH 2022

(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 2022

(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 in Auto Sweep		
	b. FD Project- EIL		
	Total		

Sd/-
Director (Accounts)

Sd/-
Deputy Director General



SCHEDULE 11 – CURRENT ASSETS, LOANS ADVANCES ETC FORMING PART OF BALANCE SHEET AS ON 31st MARCH 2022

(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	19,68,64,703.10	28,28,06,175.77
	b. Others	37,90,98,638.60	27,38,85,050.93
3	Cash in hand (including cheques/drafts and imprest)	24,32,994.00	18,79,114.00
4	Bank Balances		
	a. With Scheduled Banks		
	i. On Current Accounts	38,47,63,552.93	1,49,83,50,692.02
	ii. On Deposit Accounts(includes margin money)	10,17,36,32,691.28	4,13,35,80,304.74
	iii. On Savings Accounts	-	-
	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)	11,13,67,92,579.91	6,19,05,01,337.46
	B. LOANS, ADVANCES AND OTHER ASSETS		
1	Loans		
	a. Staff		



S.No.	Particulars	Current Year	Previous Year
	i. LTC Advance	9,24,037.00	60,88,452.00
	ii. General Office Expenses	8,39,738.00	9,04,873.00
	b. Other Entities engaged in activities/objectives similar to that of the Entity	-	-
	c. Other (TA and Other Advance)	17,99,993.20	12,25,137.20
2	Advances and other amounts recoverable in cash or in kind or for value to be received		
	a. On Capital Account	17,78,69,642.95	37,18,44,449.95
	b. Prepayments	38,49,175.00	1,28,49,176.00
	c. Security Deposits	8,20,80,278.86	8,16,51,635.00
	d. Others		
	i. TDS receivable	16,72,99,023.66	16,88,54,401.76
	ii. BOC, State Govt.(ICT Assistance), DOP etc.	1,53,55,78,625.60	1,74,14,14,672.30
	iii. Contractors	1,19,39,077.00	2,01,61,110.90
	iv. GST Input Tax Credit	1,51,72,77,710.11	1,06,22,21,499.49
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	3,16,08,844.33	71,53,617.03
4	Claims Receivable	-	-
	Total (B)	3,53,10,66,145.71	3,47,43,69,024.63
	Total (A+B)	14,66,78,58,725.62	9,66,48,70,362.09

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 2022**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Authentication services	2,46,84,61,811.04	1,56,06,34,951.29
2	Enrollment services	24,89,34,866.56	17,18,09,188.77
3	Others		
	a) Re print Aadhaar	-	8,93,47,378.61
	b) Order Aadhaar Card (OAC) Service	54,08,04,091.82	35,43,47,663.44
	c) Self Service Update Portal (SSUP)	49,85,99,434.99	16,83,51,441.39
	Total	3,75,68,00,204.41	2,34,44,90,623.50

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 2022**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Central Government		
	a. Grant - Salary	47,62,79,015.00	43,25,51,615.20
	b. Grant - General	12,01,90,76,271.29	5,31,00,00,000.00
2	State Governments(s)	-	-
3	Government Agencies	-	-
4	Institutions/Welfare Bodies	-	-
5	International Organisations	-	-
6	Others (Specify)		
	a. Unspent grant available in UIDAI Fund	-	1,21,69,48,400.15
	b. UIDAI income available in UIDAI Fund	-	1,49,51,42,530.54
	Total	12,49,53,55,286.29	8,45,46,42,545.89

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 2022

(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	34,71,19,118.00	30,20,48,158.00
6	Others (RTI fee, Tender Fee, RFP fee etc.)	16,749.50	7,120.00
	Total	34,71,35,867.50	30,20,55,278.00

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 2022

(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 2022**

(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 2022

(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	16,25,32,247.00	9,68,08,889.33
	b. With Non-Scheduled Banks	-	-
	c. With Institutions	-	-
	d. Others (Escrow A/c with EIL)	-	-
2	On Savings Accounts		
	a. With Scheduled Banks	-	-
	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	91,69,330.00	-
	b. Others	-	-
	Total	17,17,01,577.00	9,68,08,889.33

Note :- Tax deducted at source to be indicated.

i. TDS of ₹64,23,559/-deducted on interest in the FY 2021-22.

ii. The interest of ₹16,25,32,247/-shown in point 1 (a) (ii) is the interest earned on auto sweep/fixed deposit arrangement in current account with bank.

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 2022

(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	(25,087.32)	(88,927.45)
2	Liquidated damages, penalty realized	54,60,96,227.84	44,03,82,130.67
3	Fees for Miscellaneous Services	-	63,20,464.93
4	Rent	5,70,000.00	5,61,000.00
5	Miscellaneous Income	12,17,831.94	3,34,29,309.91
	Total	54,78,58,972.46	48,06,03,978.06

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 2022**

(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 2022**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Salaries and Wages	41,46,03,180.00	36,16,52,819.00
2	Overtime Allowance	-	-
3	Allowances and Bonus	24,88,624.00	72,86,409.00
4	Medical Treatment	58,91,265.00	47,43,706.00
5	Tuition fee reimbursement	43,98,737.00	45,42,984.00
6	Domestic Travel Expenses	1,52,09,270.00	79,79,379.00
7	Foreign Travel Expenses	-	1,23,902.00
8	Contributions to NPS	92,61,227.00	54,68,133.00
9	Contribution to Gratuity Fund	2,91,250.00	76,567.00
10	Leave Salary Pension Contribution	5,20,04,190.00	4,89,93,073.00
11	Expenses on Employees' Retirement and Terminal Benefits	-	-
12	Contribution to Other Fund	-	-
13	Staff Welfare Expenses	-	-
14	Other (Leave Encashment & Honorarium)	16,91,440.00	20,24,862.00
	Total	50,58,39,183.00	44,28,91,834.00

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 2022**

(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	2,74,23,577.00	2,38,93,274.80
5	Water Charges	17,25,138.00	17,62,930.00
6	Insurance	29,164.48	39,215.00
7	Repairs and Maintenance	25,47,683.91	30,81,209.78
8	Excise Duty	-	-
9	Rent, Rates and Taxes	13,74,64,751.48	12,70,02,037.66
10	Vehicles Running and Maintenance	3,20,150.53	1,00,847.98
11	Postage, Telephone and Communication Charges	56,13,186.64	53,78,288.81
12	Printing and Stationary	27,89,247.58	23,28,161.23
13	Travelling and Conveyance Expenses	2,91,30,017.83	2,79,11,850.23
14	Expenses on Seminar/Workshops	1,32,298.96	1,71,669.54
15	Subscription Expenses	3,92,617.60	7,57,794.66
16	Expenses on Fees	-	-
17	Auditors Remuneration	6,58,987.00	8,76,221.00
18	Hospitality Expenses	8,87,336.62	6,34,697.76
19	Professional Charges	1,01,50,530.33	3,11,68,266.39
20	Books and Periodicals	4,51,788.00	1,98,008.00



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	14,12,204.22	21,33,867.07
28	Legal Charges	1,98,68,733.20	2,93,90,611.40
29	Payment to Contractual Staff (MTOs, Office Boys, etc.)	8,20,40,462.04	6,42,19,143.34
30	Others		
	i. Sitting Fees	-	-
	ii. Annual Maintenance Charges	6,66,717.89	3,34,160.25
	iii. Office Expenses	11,55,40,249.61	9,65,86,492.28
	iv. Donation	2,78,796.60	5,33,317.97
	v. Payment to CISF (UIDAI-HQ)	4,14,67,488.00	5,89,00,432.66
	Total	48,09,91,127.52	47,74,02,497.81

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 2022**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Enrolment, Authentication and Updation		
	a. Assistance to Registrars	4,99,48,05,956.98	3,57,48,62,142.37
	b. Quality Controls (Pre-ABIS)	3,79,48,404.12	3,60,40,147.62
	c. Advertisement and Publicity	5,41,714.30	2,83,59,294.69
	d. BPO Updation Cost	6,32,79,340.70	6,59,95,945.11
2	Technology Operations		
	a. Office Expenses/BSP & TSP Payments		
	i. Payment to Biometric Service Provider(BSP)	37,71,74,069.26	10,87,19,335.51
	ii. Payment to Telecom Service Provider(TSP)	3,91,23,429.90	5,99,20,175.44
	iii. Office Expenses (Data centres)	36,55,01,578.26	33,60,07,299.53
	b. Rent, Rates & Taxes	-	-
	c. Professional Services/MSP/MSAP/MSIP cost		
	i. Annual Maintenance Cost(AMC)	1,20,55,05,503.98	1,05,97,78,482.26
	ii. Manpower Service	1,35,82,13,279.20	38,80,06,684.46
	d. Payment to CISF	-	-
	e. KM Portal Development Charges	-	-
3	Logistics and Other Communication		
	a. Printing Cost	40,27,03,432.38	27,67,62,718.72
	b. Dispatch Cost	99,98,54,343.32	59,62,56,326.05
	c. TFN/Contact Centre Cost	49,01,88,852.99	29,92,71,319.76
	d. Grievance Handling Operators	84,03,332.80	93,36,304.98
	e. Other Charges	27,452.00	5,99,292.50
4	Aadhaar Enabled Applications		
	a. ICT Assistance to States/UTs	1,49,71,693.00	-
	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	38,94,48,751.63	27,26,30,317.37
	c. GRCP	7,18,89,534.98	5,21,29,983.19
	d. Training & Testing/ Certification	-	54,54,392.34
6	UBCC Operations		
	a. OE	-	-
	b. OAE	-	-
	c. Grants in Aid	-	-
7	Physical Security		
	a. Salaries	25,24,75,317.16	25,29,21,684.25
	b. Office Expenses	49,01,586.76	1,10,12,062.74
	c. Rent, Rates & Taxes	44,88,380.00	40,49,106.00
	d. Other Charges	57,64,001.41	28,03,320.00
8	Information Technology		
	a. Office Expenses	97,61,427.31	3,37,53,443.25
	b. Rent, Rates & Taxes	-	-
	c. Professional Services (PMU, TSU, Other Contracts)	20,01,07,315.24	20,16,31,074.00
	d. Other Expenses	-	3,43,855.92
9	North Eastern Areas (UIDAI)		
	a. Logistics and Other Communication	-	-
	b. Other Charges	-	-
	Total	11,29,70,78,697.68	7,67,66,44,708.06

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 2022**

(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 2022

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Interest		
	a. On Fixed Loans		
	b. On Other Loans (including Bank Charges)		
	c. Others (specify)		
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 2022

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.

Costs relating to acquisition of software were capitalized as “Intangible assets”. Depreciation policy in respect of software has been revised from FY 2021-22 as given below :-



“Depreciation rate has been revised from 31.67% to 33.33% per annum on all “intangible assets”. Residual value will be “Zero” after the end of its economic Life i.e., three years. However, in case, the said intangible asset is still in use beyond its economic life, then it will be shown at Re.1/- in the books of Accounts as long as it is used”. Due to this change, the residual value of the software pertaining to previous years has been amortized in the Annual Accounts of Financial Year 2021-22.

Previously, Software costs were amortized within a period of three years on straight line method with 5% residual value. The 5% remaining residual value

prior to FY 2021-22 has been written off in the current annual accounts.

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

4. DEPRECIATION

4.1. Depreciation on fixed assets has been provided on the Straight Line Method (SLM) with effective life of the assets with 5% residual value (10% in case of Laptop/Tablet and ‘Zero’ in case of intangible assets) as per the details given below :-

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



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

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

5. MISCELLANEOUS EXPENDITURE

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

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

6.1 Government grants to the extent realized have been fully credited to the Fund called “Unique Identification Authority of India Fund”, hereinafter called “UIDAI Fund”.

6.2 All other receipts excluding interest on Grant have been fully credited to ‘UIDAI Fund’.

6.3 The un-utilized balances of earlier years refunded by States/Agencies are adjusted from the outstanding advances standing against them and the same are being remitted to CFI.

6.4 Schedule-1A with the nomenclature “UIDAI Fund” has been included in the Annual Accounts FY 2021-22 for depiction of UIDAI Fund.

6.5 The balances under Schedule-1A have been separately shown in the Balance Sheet (as UIDAI Fund). Earlier, the UIDAI Fund was being depicted under Schedule-3 i.e. “Earmarked/ Endowment Fund”.

6.6 The credit of grants and other receipts as mentioned above in point 6.1 and 6.2 is as per Section 25 of the Aadhaar Act, 2016 (as amended), which is reproduced below :

“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 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 authorized by this Act”.*

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

Type of Agency	Pre-Production License		Production License	
	Fees	Validity Period	Fees	Validity Period
AUA/KUA	₹5 Lakh	3 months	₹20 Lakh	2 years
Sub AUA	-	-	₹3 Lakh	2 years
ASA	₹10 Lakh	3 months	₹1 Crore	2 years



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

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 2022

1. CONTINGENT LIABILITIES

- a. Claims against the Entity not acknowledged as debts – ₹479,68,75,502/- (Previous Year ₹370,25,98,106/-). Details given at point (h) below.
- b. In respect of :
- i. Bank Guarantees given by/on behalf of the Entity – Nil (Previous Year – Nil)
- ii. Letter of Credit opened by Bank on behalf of Entity – Nil (Previous Year – Nil)
- iii. Bills discounted with bank – Nil (Previous Year – Nil)
- c. Disputed demand for TDS Defaults of ₹66,22,809/- as on 31st March 2021 against UIDAI Headquarters and Regional Offices. (Previous year ₹68,32,240/-)
- d. (i) Service Tax – Nil (Previous Year – Nil)
(ii) Municipal Taxes – Nil (Previous Year – Nil)
- e. Maintenance charges for ₹20.57 Lakh have been claimed by LIC for Tower 2/ Level-2 at Jeewan Bharati Building, however, the same has not been accepted by 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. Amount withheld in respect of agreement with vendors - ₹57,88,34,752/- (Previous Year – ₹57,61,24,829/-).
- h. Details of Court cases pending against UIDAI for claims of ₹479,68,75,502/- as on 31st March, 2022 :-

(Figures in Rupees)

SL No	Suit filed by M/s.	Matter pending in	Financial claim of the Petitioner	Remarks
1	HCL Infosystems Ltd.	Arbitral Tribunal under 'Arbitration and Conciliation Act, 1996'	151,64,80,518/-	The detailed remarks given below at Sl. 1
2	HCL Infosystems Ltd.		312,44,90,000/-	The detailed remarks given below at Sl. 1
3	Tele-performance Global Services Pvt. Ltd. (formerly Serco BPO Services P. Ltd.)		5,14,00,000/-	Original Claim by M/s. Serco ₹3.28 Crore & revised claim ₹5.14 Crore
4	Reliance Communication Ltd (RCom)	Delhi High Court	8,95,00,000/-	Claim by M/s. RCOM for ₹8.95 Crore
5	i-Energizer IT Services Pvt Ltd	Patiala House District Court, New Delhi	44,22,000/-	Claim by M/s. i-Energizer IT Services for ₹44.22 lakh



SL No	Suit filed by M/s.	Matter pending in	Financial claim of the Petitioner	Remarks
6	Munish Mangala	Civil Judge, Sr. Division Ambala Court	23,11,840/-	CMA/14/2019
7	Dalbir Singh	High Court of Punjab & Haryana	1,86,420/-	Claim of refund of amount along-with interest and bank guarantee.
8	Percept H Pvt. Ltd	District Court, Saket Ranchi	33,84,724/-	303/2017
9	Promind Solutions Pvt. Ltd.	High Court, Delhi	45,00,000/-	Arbitration no. 28/2021
10	Sambhaji Tukaram Suroshi	Civil Court, Maharashtra	2,00,000/-	Claim for damages & Commission
Total			479,68,75,502/-	

Note :-

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 @12.87%.
- (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%.
- (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 @12.87%.
- (v) Against the HCL Infosystem Ltd. financial claim of ₹ 151,64,80,518/-, UIDAI also submitted counter claim of ₹ 55,93,12,102/-.

b. Against the HCL Infosystem Ltd. financial claim of ₹ 312,44,90,000/-, UIDAI also submitted counter claim of ₹ 1,29,66,33,946/-.

c. The liability is purely contingent upon the award of the Arbitral Tribunal.

d. Apart from above, there are some other pending cases 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) – ₹489.97 crore (Previous year ₹81.90 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-Bangalore, 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 Bangalore. 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. Lease cost of 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 in cash on behalf of UIDAI and deposit the same in the designated UIDAI bank accounts.

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

As Auditor

- i. - For Taxation Matters – Nil (Previous Year – Nil).
- ii. - For Management Service – Nil (Previous Year – Nil).
- iii. - For Certification purpose – ₹6,58,987/- (Previous Year – ₹2,33,000/-).

Others

- i. - GST Audit Fees – ₹Nil (Previous year ₹4,09,821/-)



7. PRIOR PERIOD ADJUSTMENTS

7.1 Utilization certificates received for the period prior to 1st April 2021 have been booked as prior period expenses.

7.2 All Expenses and Income pertaining to period prior to FY 2021-22 have been booked as prior period expenses and prior period 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 2022, 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 & 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 Holder.
- 5. Section 29:** Restriction on Sharing information:
 - a. Resident consent required to collect Aadhaar and Identity information.
 - b. Aadhaar can only be used for the purpose disclosed at the time of collection of Aadhaar or authentication.
 - c. With consent, Aadhaar can be shared with relevant Agencies to establish eligibility
 - d. Core biometrics can never be given to any agency and be used for any other purpose.
 - e. Aadhaar cannot be published, displayed or posted publicly.
- 6. Section 40 & 42:** Provisions for punitive measures including fines and/or imprisonment up to 3 years for impersonation, unlawful dissemination/sharing of information. Applicable to both individuals and companies.

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

https://uidai.gov.in/images/targeted_delivery_of_financial_and_other_subsidies_benefits_and_services_13072016.pdf

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

Further, The Amended Aadhaar Act is available at the link https://uidai.gov.in/images/Aadhaar_Act_2016_as_amended.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-14 – List of Regulations

S. No.	Regulations	Published Date
1	The Unique Identification Authority of India (Transaction of Business at Meetings of the Authority) 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
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



S. No.	Regulations	Published Date
15	The Unique Identification Authority of India (Salary, Allowances and other Terms and Conditions of Service of Employees) Regulations, 2022 (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. 01 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

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

[legal-framework/regulations.html](https://uidai.gov.in/legal-framework/regulations.html) on UIDAI website.



11.3 ANNEXURE III: LIST OF ACCEPTABLE SUPPORTING DOCUMENTS FOR VERIFICATION

Proof of Identity (PoI) documents containing name and photo

1. Passport
2. PAN Card
3. Ration/ PDS Photo Card
4. Voter ID
5. Driving License
6. Government Photo ID Cards/ Service photo identity card issued by PSU
7. MNREGA Job Card
8. Photo ID issued by Recognized Educational Institution
9. Arms License
10. Photo Bank ATM Card
11. Photo Credit Card
12. Pensioner Photo Card
13. Freedom Fighter Photo Card
14. Kisan Photo Passbook
15. CGHS/ ECHS Photo Card
16. Address Card having Name and Photo issued by Department of Posts
17. Certificate of Identity having photo issued by Gazetted Officer or Tehsildar on UIDAI standard certificate format for enrolment/ update
18. Disability ID Card/handicapped medical certificate issued by the respective State/ UT Governments/Administrations
19. Bhamashah Card/Jan-Aadhaar card issued by Govt. of Rajasthan
20. Certificate from Superintendent/Warden/ Matron/Head of Institution of recognized shelter homes or orphanages etc. on UIDAI standard certificate format for enrolment/ update
21. Certificate of Identity having photo issued by MP or MLA or MLC or Municipal Councillor on UIDAI standard certificate format for enrolment/ update
22. Certificate of Identity having photo issued by Village Panchayat Head or Mukhiya or its equivalent authority (for rural areas) on UIDAI standard certificate format for enrolment/ update
23. Gazette notification for name change
24. Marriage certificate with photograph
25. RSBY Card

26. SSLC book having candidates photograph
27. ST/SC/OBC certificate with photograph
28. School Leaving Certificate (SLC)/School Transfer Certificate (TC), containing name and photograph
29. Extract of School Records issued by Head of School containing name and photograph
30. Bank Pass Book having name and photograph
31. Certificate of Identity containing name and photo issued by Recognized Educational Institution signed by Head of Institute on UIDAI standard certificate format for enrolment/ update.
32. Certificate of identity containing Name, DOB and Photograph issued by Employees' Provident Fund Organisation (EPFO) on UIDAI standard certificate format for enrolment/ update.

Proof of Relationship (POR) documents containing Name of applicant and Name of Head of Family (HoF)

1. PDS Card
2. MNREGA Job Card
3. CGHS/ State Government/ ECHS/ ESIC Medical card
4. Pension Card
5. Army Canteen Card
6. Passport
7. Birth Certificate issued by Registrar of Birth, Municipal Corporation and other notified local government bodies like Taluk, Tehsil etc
8. Any other Central/ State government issued family entitlement document
9. Marriage Certificate issued by the government
10. Address card having name and photo issued by Department of Posts
11. Bhamashah Card/Jan-Aadhaar card issued by Govt. of Rajasthan
12. Discharge card/ slip issued by Government hospitals for birth of a child
13. Certificate of Identity having photo issued by MP or MLA or MLC or Municipal Councillor or Gazetted Officer on UIDAI standard certificate format for enrolment/update



14. Certificate of Identity having photo and relationship with HoF issued by Village Panchayat Head or Mukhiya or its equivalent authority (for rural areas) on UIDAI standard certificate format for enrolment/ update

DoB (Date of Birth) documents containing Name and DoB

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

POA (Proof of Address) documents containing Name and Address

1. Passport

2. Bank Statement/ Passbook
3. Post Office Account Statement/ Passbook
4. Ration Card
5. Voter ID
6. Driving License
7. Government Photo ID cards/ service photo identity card issued by PSU
8. Electricity Bill (not older than 3 months)
9. Water Bill (not older than 3 months)
10. Telephone Landline Bill (not older than 3 months)
11. Property Tax Receipt (not older than 1 year)
12. Credit Card Statement (not older than 3 months)
13. Insurance Policy
14. Signed Letter having Photo from Bank on letterhead
15. Signed Letter having Photo issued by registered Company on letterhead
16. Signed Letter having Photo issued by Recognized Educational Institution on letterhead or Photo ID having address issued by Recognized Educational Institution
17. MNREGA Job Card
18. Arms License
19. Pensioner Card
20. Freedom Fighter Card
21. Kisan Passbook
22. CGHS/ ECHS Card
23. Certificate of Address having photo issued by MP or MLA or MLC or Gazetted Officer or Tehsildar on UIDAI standard certificate format for enrolment/ update address issued by Recognized Educational Institution
24. Certificate of Address issued by Village Panchayat head or its equivalent authority (for rural areas) on UIDAI standard certificate format for enrolment/ update
25. Income Tax Assessment Order
26. Vehicle Registration Certificate
27. Registered Sale/ Lease/ Rent Agreement
28. Address Card having Photo issued by Department of Posts
29. Caste and Domicile Certificate having Photo issued by State Govt
30. Disability ID Card/ handicapped medical certificate issued by the respective State/ UT Governments/Administrations
31. Gas Connection Bill (not older than 3 months)
32. Passport of Spouse
33. Passport of Parents (in case of Minor)



34. Allotment letter of accommodation issued by Central/State Govt. (not more than 3 years old)
35. Marriage Certificate issued by the Government, containing address
36. Bhamashah Card/Jan-Aadhaar card issued by Govt. of Rajasthan
37. Certificate from Superintendent/ Warden/ Matron/ Head of Institution of recognized shelter homes or orphanages etc. on UIDAI standard certificate format for enrolment/ update
38. Certificate of Address having photo issued by Municipal Councillor on UIDAI standard certificate format for enrolment/ update
39. Identity Card issued by recognized educational institutions
40. SSLC book having photograph
41. School Identity card
42. School Leaving Certificate (SLC)/ School Transfer Certificate (TC), containing Name and Address
43. Extract of School Records containing Name, Address and Photograph issued by Head of School
44. Certificate of Identity containing Name, Address and Photo issued by Recognized Educational Institution signed by Head of Institute on UIDAI standard certificate format for enrolment/ update
45. Certificate of identity containing Name, DOB and Photograph issued by Employees' Provident Fund Organisation (EPFO) on UIDAI standard certificate format for enrolment/ update

- Bring original documents for Enrolment/Update. No photocopy required.
- Original documents are scanned and given back to you.



11.4 ANNEXURE IV: AADHAAR SATURATION REPORT AS ON 31st MARCH 2022

State/UT wise Aadhaar Saturation (31 st March 2022)				
S.No	State Name	Total Population (Projected 2022)*	Numbers of Aadhaar assigned (LIVE)	Saturation % (LIVE)
1	A & N Islands	4,02,000	3,84,582	95.67%
2	Andhra Pradesh	5,29,72,000	5,12,75,737	96.80%
3	Arunachal Pradesh	15,48,000	12,27,476	79.29%
4	Assam	3,53,78,000	2,89,42,066	81.81%
5	Bihar	12,49,19,000	10,64,45,723	85.21%
6	Chandigarh**	12,19,000	11,40,911	93.59%
7	Chhattisgarh	2,98,36,000	2,76,96,719	92.83%
8	Dadra & Nagar Haveli and Daman & Diu**	6,44,174	5,93,532	92.14%
9	Delhi	2,09,65,000	2,22,24,996	106.01%
10	Goa	15,67,000	15,95,153	101.80%
11	Gujarat	7,06,48,000	6,41,73,879	90.84%
12	Haryana	2,98,46,000	2,96,79,816	99.44%
13	Himachal Pradesh	74,31,000	76,44,720	102.88%
14	Jammu Kashmir	1,35,05,000	1,14,30,573	84.64%
15	Jharkhand	3,89,69,000	3,50,56,918	89.96%
16	Karnataka	6,72,68,000	6,35,49,124	94.47%
17	Kerala	3,56,33,000	3,67,53,178	103.14%
18	Ladakh	2,99,000	2,32,591	77.79%
19	Lakshadweep	68,000	72,794	107.05%
20	Madhya Pradesh	8,55,48,000	7,59,03,449	88.73%
21	Maharashtra	12,54,11,000	11,58,78,359	92.40%
22	Manipur	31,94,000	25,53,719	79.95%
23	Meghalaya	33,18,000	19,44,705	58.61%
24	Mizoram	12,27,000	11,49,120	93.65%
25	Nagaland	22,13,000	13,12,085	59.29%
26	Odisha	4,41,62,000	4,31,65,714	97.74%
27	Puducherry**	13,62,786	12,78,536	93.82%
28	Punjab	3,05,35,000	3,07,10,830	100.58%
29	Rajasthan	8,01,53,000	7,31,34,501	91.24%
30	Sikkim	6,83,000	5,71,338	83.65%
31	Tamil Nadu	7,66,31,000	7,31,36,103	95.44%
32	Telangana	3,79,07,000	3,78,90,829	99.96%
33	Tripura	41,09,000	37,23,604	90.62%
34	Uttar Pradesh	23,32,97,000	21,09,19,726	90.41%
35	Uttarakhand	1,15,18,000	1,13,06,967	98.17%
36	West Bengal	9,86,04,000	9,32,76,611	94.60%
TOTAL		1,37,29,89,959	1,26,79,76,683	92.35%

*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-RO-CHD/2859 Dated 17.12.2021

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



Aadhaar Saturation in 0 < 5 Years Age band (31st March 2022)

S.No	State Name	Total Population (Projected 2022)*	Numbers of Aadhaar assigned (LIVE)	Saturation % (LIVE)
1	A & N Islands	28,938	10,958	37.87%
2	Andhra Pradesh	34,61,088	15,01,642	43.39%
3	Arunachal Pradesh	1,11,435	13,787	12.37%
4	Assam	30,52,908	4,72,920	15.49%
5	Bihar	1,36,95,287	18,33,916	13.39%
6	Chandigarh**	1,08,736	41,496	38.16%
7	Chhattisgarh	27,88,052	8,37,944	30.05%
8	Dadra & Nagar Haveli and Daman & Diu**	73,675	23,972	32.54%
9	Delhi	9,57,986	4,79,042	50.01%
10	Goa	1,12,802	35,993	31.91%
11	Gujarat	58,97,794	20,94,639	35.52%
12	Haryana	24,64,980	15,86,564	64.36%
13	Himachal Pradesh	4,67,327	2,88,173	61.66%
14	Jammu Kashmir	8,45,070	4,25,570	50.36%
15	Jharkhand	37,08,391	6,19,711	16.71%
16	Karnataka	46,89,489	15,49,575	33.04%
17	Kerala	23,24,393	4,09,994	17.64%
18	Ladakh	21,524	4,040	18.77%
19	Lakshadweep	4,895	2,377	48.57%
20	Madhya Pradesh	85,31,924	15,10,010	17.70%
21	Maharashtra	85,10,093	24,53,705	28.83%
22	Manipur	2,29,924	18,399	8.00%
23	Meghalaya	2,38,850	17,189	7.20%
24	Mizoram	88,327	37,143	42.05%
25	Nagaland	1,59,305	5,600	3.52%
26	Odisha	33,70,846	10,01,955	29.72%
27	Puducherry**	73,906	30,582	41.38%
28	Punjab	19,64,611	7,32,263	37.27%
29	Rajasthan	77,70,537	16,17,419	20.81%
30	Sikkim	49,167	1,675	3.41%
31	Tamil Nadu	47,42,171	12,89,589	27.19%
32	Telangana	26,17,568	8,67,669	33.15%
33	Tripura	2,95,791	47,123	15.93%
34	Uttar Pradesh	2,39,89,762	36,05,697	15.03%
35	Uttarakhand	8,78,072	3,35,193	38.17%
36	West Bengal	63,87,027	6,94,560	10.87%
TOTAL		11,47,12,650	2,64,98,084	23.10%

*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-RO-CHD/2859 Dated 17.12.2021

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



Aadhaar Saturation in 5 < 18 Years Age band (31st March 2022)

S.No	State Name	Total Population (Projected 2022)*	Numbers of Aadhaar assigned (LIVE)	Saturation % (LIVE)
1	A & N Islands	61,874	73,221	118.34%
2	Andhra Pradesh	98,51,405	97,08,761	98.55%
3	Arunachal Pradesh	2,38,259	3,23,660	135.84%
4	Assam	84,40,929	66,77,360	79.11%
5	Bihar	3,66,79,092	3,09,43,604	84.36%
6	Chandigarh**	2,59,587	2,43,459	93.79%
7	Chhattisgarh	71,69,421	65,14,464	90.86%
8	Dadra & Nagar Haveli and Daman & Diu**	1,54,372	1,34,212	86.94%
9	Delhi	37,78,017	49,17,625	130.16%
10	Goa	2,41,184	2,61,101	108.26%
11	Gujarat	1,52,39,511	1,36,99,594	89.90%
12	Haryana	65,46,623	66,66,308	101.83%
13	Himachal Pradesh	14,13,036	14,84,577	105.06%
14	Jammu Kashmir	31,83,868	26,50,449	83.25%
15	Jharkhand	1,00,75,762	99,39,816	98.65%
16	Karnataka	1,33,51,961	1,29,55,698	97.03%
17	Kerala	64,92,236	62,33,597	96.02%
18	Ladakh	46,020	48,476	105.34%
19	Lakshadweep	10,466	13,736	131.24%
20	Madhya Pradesh	2,13,96,110	1,85,22,233	86.57%
21	Maharashtra	2,47,50,222	2,30,20,807	93.01%
22	Manipur	4,91,602	6,24,620	127.06%
23	Meghalaya	5,10,688	3,92,600	76.88%
24	Mizoram	1,88,853	2,81,527	149.07%
25	Nagaland	3,40,612	2,58,846	75.99%
26	Odisha	93,30,254	92,58,672	99.23%
27	Puducherry**	2,46,849	2,24,826	91.08%
28	Punjab	56,85,494	57,82,591	101.71%
29	Rajasthan	2,03,06,923	1,77,27,880	87.30%
30	Sikkim	1,05,123	90,150	85.76%
31	Tamil Nadu	1,38,24,312	1,27,83,555	92.47%
32	Telangana	73,88,474	75,82,923	102.63%
33	Tripura	6,32,434	7,48,003	118.27%
34	Uttar Pradesh	6,03,57,328	5,42,15,509	89.82%
35	Uttarakhand	24,92,754	25,82,819	103.61%
36	West Bengal	1,92,11,325	1,78,09,639	92.70%
TOTAL		31,04,92,981	28,53,96,919	91.92%

*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-RO-CHD/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
AEA	Aadhaar Enabled Application
AEPS	Aadhaar Enabled Payment System
AI	Artificial Intelligence
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
ATM	Automated Teller Machine
AUA	Authentication User Agency
ACPL	Access Computech Private Limited
ADV	Aadhaar Data Vault
AMFI	Association of Mutual Funds in India
AVL	Address Validation Letter
ASL	Aadhaar Status Letters
B2C	Business-to-Consumer
BE	Budget Estimates
BHIM	Bharat Interface for Money
BITs	Bilateral Investment Treaties
BOC	Business Operations Committee
BPL	Below Poverty Line
BPO	Bureau of Outreach and Communication
BSI	British Standards Institution
BSNL	Bharat Sanchar Nigam Limited
BSP	Biometric Service Provider
B-Tech	Bachelor of Technology
BC	Banking Correspondent



Abbreviation	Full Form
BSE	Bombay Stock Exchange
BCM	Business Continuity Management
CAG	Comptroller & Auditor General
CCF	Contact Centre Firms
CELC	Child Enrolment Lite Client
CEO	Chief Executive Officer
CFI	Consolidated Fund of India
CGHS	Central Government Health Scheme
CIC	Central Information Commission
CIDR	Central Identities Data Repository
CISF	Central Industrial Security Force
CPIOs	Central Public Information Officers
CPWD	Central Public Works Department
CRM	Customer Relationship Management
CSC	Common Service Centres
CSS	Cascading Style Sheets
Co-Win	Covid Vaccine Intelligence Work
CEG	Center for e-Governance
CSIR	Council of Scientific & Industrial Research
CTO	Chief Technology Officer
C-DAC	Center for Development of Advanced Computing
DBT	Direct Benefit Transfer
DDG	Deputy Director General
DIT	Department of Information Technology
DMC	Delhi Municipal Corporation
DMS	Document Management System
DoB	Date of Birth
DOP	Department of Posts
DoT	Department of Telecommunications
DPU	Data Processing Unit
Dr.	Doctor
DC	Desk Calculator
DD	Deputy Director
DG	Director General



Abbreviation	Full Form
DoPPW	Department of Pensions & Pensioners' Welfare
EAs	Enrolment Agencies
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	Employees' Provident Fund Organisation
EPIC	Electors Photo Identity Card
ESIC	Employees' State Insurance Corporation
E&U	Enrolment and Updation
FAA	First Appellate Authority
FAQs	Frequently Asked Questions
FD	Fixed Deposits
FDI	Foreign Direct Investment
FIR	Fingerprint Image Record
FMR	Finger Minutiae Record
FY	Financial Year
FRUITS	Farmer Registration & Unified Beneficiary Information System
G2C	Government-to-Citizen
GIA	Grant In Aid
GIGW	Guidelines For Indian Government Websites
GRCP	Governance Risk Compliance and Performance
GRCP-SP	Governance Risk Compliance and Performance Service Provider
GRIHA	Green Rating For Integrated Habitat Assessment
GST	Goods and Services Tax
HBA	House Building Advance
HCL	Hindustan Computers Limited
HoF	Head of Family
HQs	Headquarters
HR	Human Resource
HTML	Hypertext Mark-up Language
Hons.	Honours



Abbreviation	Full Form
HD	High Density
HP	Himachal Pradesh
HIPA	Haryana Institute of Public Administration
IAS	Indian Administrative Service
IBA	Indian Banks Association
ICT	Information & Communications Technology
ID	Identity Document
IEC	Information, Education and Communication
IFSC	Indian Finance System Code
IOS	Iphone Operating System
ISO	International Organization for Standardization
IT	Information Technology
IVR	Interactive Voice Response
IVRS	Interactive Voice Response System
IIT	Indian Institute of Technology
IPPB	India Post Payment Bank
ITI	Industrial Training Institute
IPoS	Indian Postal service
IIIT	Indian Institute of Information Technology
ISRO	Indian Space Research Organisation
IISC	Indian Institute of Science
ISTM	Institute of Secretariat Training and Management
IIPA	Indian Institute of Public Administration
IOT	Internet of Thing
JAM	Jan-Dhan, Aadhaar and Mobile
KM Portal	Knowledge & Management Portal
KSIIDC	Karnataka State Industrial & Infrastructure Development Corporation
KUA	e-KYC User Agency
KYC	Know Your Customer
KVA	Kilovolt Ampere
LD	Liquidated Damages
LIC	Life Insurance Corporation
LMS	Learning Management System
LPG	Liquefied Petroleum Gas



Abbreviation	Full Form
LTC	Leave Travel Concession
MeitY	Ministry of Electronics and Information Technology
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
MOUs	Memorandum of Understanding
MoWCD	Ministry of Women & Child Development
MP	Member of Parliament
MTOs	Multi –Tasking Operators
MSD	Microsoft Dynamics
MSAP	Managed Service Application Provider
MSIP	Managed Service Infrastructure Provider
MSP	Managed Service Provider
MBA	Master of Business Administration
MoS	Minister of States
MD	Managing Director
NABL	National Accreditation Board for Testing and Calibration Laboratories
NCR	National Capital Region
NHA	National Health Agency
NIC	National Informatics Centre
NIIF	National Investment and Infrastructure Fund
NISG	National Institute for Smart Governance
NITI	National Institution for Transforming India
NPCI	National Payment Corporation of India
NPR	National Population Register
NPS	National Pension System
NRD	Non –Resident Deposits
NRI	Non Resident Indian
NeGD	National e-Governance Division
NABARD	National Bank for Agriculture and Rural Development
NavIC	Navigation with Indian Constellation



Abbreviation	Full Form
NTIPRIT	National Telecommunications Institute for Policy Research, Innovation & Training
OAC	Order Aadhaar Card
OAE	Other Administrative Expenses
OE	Office Expenses
OTP	One Time Password
OS	Operating System
OSD	Officer on Special Duty
OM	Office Memorandum
OVSE	Offline Verification Seeking Entities
PAHAL	Pratyaksh Hanstantrit Labh
PAN	Permanent Account Number
PBX	Private Branch Exchange
PDF	Portable Document Format
PDS	Public Distribution System
PM	Prime Minister
PMC	Project Management Consultancy
PMU	Project Management Unit
POA	Proof of Address
POI	Proof of Identity
POSH	Prevention of Sexual Harassment
PoR	Proof of Relationship
POS	Point of Sale
PSU	Public Sector Undertaking
PVC	Polyvinyl Chloride
Ph.D	Doctor of Philosophy
PoDoB	Proof of Date of Birth
PCH	Pre-certified hardware
PID	proportional Integral Derivative
PIN	Postal Index Number
QC	Quality Check
QR	Quick Response
RAS	Rapid Assessment System
RBI	Reserve Bank of India

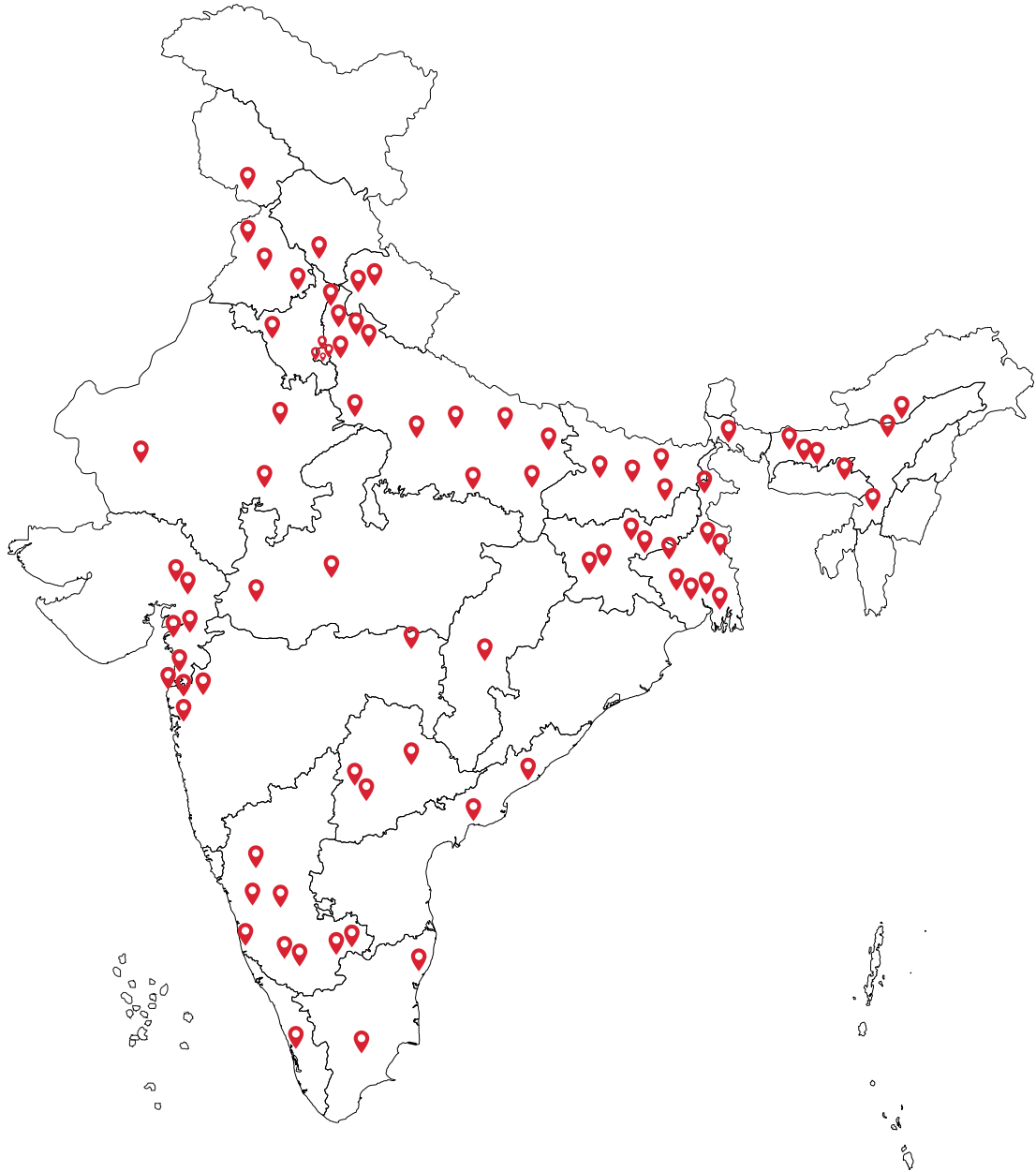


Abbreviation	Full Form
RCOM	Reliance Communications Limited
RD	Registered Devices
RE	Revised Estimates
RFP	Request for Proposal
RGI	Registrar General of India
RO	Regional Office
RRBs	Regional Rural Bank
RSBY	Rashtriya Swasthya Bima Yojana
RTI	Right To Information
SEBI	Security Exchange Board of India
SIM	Subscriber Identification Module
SLM	Straight Line Method
SMS	Short Message Service
SSLC	Secondary School Leaving Certificate
SSUP	Self Service Update Portal
SRT	Standard Response Template
STQC	Standardization Testing and Quality Certificate
SC	Supreme Court
SPV	Special Purpose Vehicle
SLC	School Leaving Certificate
S.No	Serial Number
TA	Travel Allowance
TC	Transfer Certificate
TDS	Tax Deducted at Source
TEE	Trusted Execution Environment
TFN	Toll Free Number
TSP	Telecom Service Provider
TSU	Technical Support Unit
TSA	Treasury Single Account
UID	Unique Identification
UIDAI	Unique Identification Authority of India
URN	Update Request Number
UT	Union Territory
UTIISL	Unit Trust of India Infrastructure Technology And Services Limited



Abbreviation	Full Form
UX	User Experience
USA	United States of America
UHD	Ultra High Density
VID	Virtual ID
W3C	World Wide Web Consortium
XML	Extensible Mark-up Language
YP	Young Professional

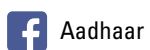




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