

Frequently asked questions

Unique Identification Authority of India

1. What is the Unique Identification Authority of India (UIDAI)?

The Unique Identification Authority of India (UIDAI) has been constituted and notified as an attached office under the aegis of Planning Commission of India and it has been given the responsibility to lay down the plan and policies to implement UID scheme. On July 2, 2009, the Government appointed Shri. Nandan Nilekani as Chairman of the Unique Identification Authority of India, in the rank and status of a Cabinet Minister for an initial tenure of five years. On July 30th, 2009, the Prime Minister's Council on Unique Identification Authority of India was constituted to advise the UIDAI on programme, methodology and implementation to ensure co-ordination between Ministries/Departments, various stakeholders and partners. On August 12th, 2009 the first meeting of the Prime Ministers Council was held to approve the broad UIDAI approach.

2. What is the problem the UIDAI seeks to address?

The singular problem that the UIDAI will seek to solve is that of "identity". Once a person has a UID number, their basic identity linked to their biometrics is established and can be used to uniquely identify the individual.

3. What will the UIDAI do?

- Issue a unique identity number to people.
- Authenticate the identity claim of a person who has a UID number

Creation of the UID database

4. What will the institutional framework created by the UIDAI be?

The UIDAI will establish an institutional microstructure to facilitate issuance of UID number. This will include a **Central Identities Data Repository (CIDR)** and a network of **Registrars**, which will establish resident touch points through **Enrolling Agencies**.

The Registrars would include both Government and other agencies which already have the infrastructure in place to interface with the public to provide specified services for e.g. agencies of the State Government implementing PDS, NREGA, RSBY and Insurance companies, Banks, etc.

The UIDAI will also engage with outreach groups which will essentially be civil society groups working on social issues to enable enrolment of women, children, the homeless, urban poor, tribals, the differently-abled population of the country.

5. What will be the nature of relationship between UIDAI and the different agencies/entities involved in implementing the UID project?

- CIDR and UIDAI – The CIDR is essentially a service provider to the UIDAI and will provide services which include the processing of enrolment and authentication requests as prescribed, and following pre-defined service standards.
- Registrar and UIDAI – This is a partnership where the Registrar and UIDAI will work together to enrol people into the UID database as per the regulations and specifications laid down by the UIDAI for relevant fields and operating procedures. The Registrar delivers services to the people and has a keen business and social interest in ensuring the authentic identity of the people availing their services.
- Registrar and Enrolling Agencies – The Enrolling Agencies are the agents of the Registrar and the touch points on the ground to enrol people into the UID database. The Enrolling Agency will directly interact with and enrol residents into the CIDR and will be monitored by the Registrars.

6. Why is the UIDAI following the partnership model?

There is no established database in the country that can serve the purpose of the UIDAI. The available databases act as a starting point to get a register of residents in place, but cannot do anything towards identity. Further, they exist in manual and varied electronic forms that do not allow for comparison or creation of an authentic database. The UIDAI is primarily using the partnership model to leverage the existing infrastructure of registrars, instead of creating something new and expensive – some registrars may use the door to door methodology and others may use other means.

7. Why should service providers such as banks and government agencies want to be Registrars? What are the benefits for Registrars?

The UIDAI will only enrol residents after de-duplicating records. This will help registrars clean out duplicates from their databases, enabling significant efficiencies and cost savings. For Registrars and enrollers focused on cost, the UIDAI's verification processes will ensure lower Know Your Resident (KYR) costs. For Registrars focused on social goals, a reliable identification number will enable them to broaden their reach to groups that till now, have been difficult to authenticate.

Enrolling process for a UID number

8. What is the process that will be followed to issue a UID number?

- A resident will have to go to an enrolling agency, fill up an application form and provide the supporting documentation and the enrolling agency will capture the photo, finger print and iris.
- The enrolling agency will collect this information and send the data, to the UIDAI as per the procedure prescribed by the UIDAI..
- The UID system will engage in a de-duplication exercise.
- If the individual is not already in the database, a UID number will be issued and a letter is sent to the person at their residence. The UID number will also be sent back to the Registrar for use in their service database.

- If the individual is already in the database the registration will be rejected and the person will be informed of the same.

9. What is the verification process that will be followed by the enrolling agency before processing the documents for a UID number?

The UIDAI set up the Demographic Data Standards and Verification Procedure Committee (Data standards committee) chaired by Shri N. Vittal. The Data Standards Committee submitted its report on December 9, 2009. The full report is available at http://uidai.gov.in/documents/UID_DDSVP_Committee_Report_v1.0.pdf

10. What documents will be accepted for Proof of Address and Proof of Identity?

The data standards committee also recommended the list of documents that should be accepted by the UIDAI as proof of address and proof of identity. In case a person is unable to provide any of these documents, they may apply with the assistance of an “Introducer” who is pre-approved by the Registrar. The concept of using an Introducer is a parallel to the banking system with some modifications to make it suitable for the purpose of getting a UID number.

Proof of Address documents (containing name and address)	Proof of Identity documents (containing name and photo)
<ol style="list-style-type: none"> 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 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 3 months) 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 17. NREGS Job Card 18. Arms License 	<ol style="list-style-type: none"> 1. Passport 2. PAN Card 3. Ration/PDS Photo Card 4. Voter ID 5. Driving License 6. Government Photo ID Cards 7. NREGS Job Card 8. Photo ID issued by Recognized Educational Institution 9. Arms License 10. Photo Bank ATM Card 11. Photo Credit Card 12. Pensioner Photo Card 13. Freedom Fighter Photo Card 14. 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 Group A Gazetted Officer on letterhead

<ul style="list-style-type: none"> 19. Pensioner Card 20. Freedom Fighter Card 21. Kissan Passbook 22. CGHS / ECHS Card 23. Certificate of Address having photo issued by MP or MLA or Group A Gazetted Officer on letterhead 24. Certificate of Address issued by Village Panchayat head or its equivalent authority (for rural areas) 25. Income Tax Assessment Order 26. Vehicle Registration Certificate 27. Registered Sale / Lease /Rent Agreement 28. Address Card having Photo issued by Department of Posts 29. Caste and Domicile Certificate having Photo issued by State Govt. 	
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Resident and Unique Identity

11. Who can get a UID number?

The main focus of the UIDAI is unique identity and for this any person who is resident in India can apply for a UID number.

12. Will getting a UID number be compulsory?

Any resident is entitled to apply for a UID number and it is not compulsory to get a UID number.

13. What are the benefits for the resident? Why should a person get on the UID database and get a UID number?

Once a person has a UID number they will be able to establish identity easily across the country. The UID number will become the single source of identity verification. Residents would be spared the hassle of repeatedly providing supporting identity documents each time they wish to access services such as obtaining a bank account, passport, driving license and so on.

By providing a clear proof of identity, the UID number will also facilitate entry for poor and underprivileged residents into the formal banking system, and the opportunity to avail services provided by the Government and the private sector. The UID number will also give migrants mobility of identity.

Inclusion

14. How will the UIDAI ensure that the poor and marginalised are covered and that there is no identity divide created as a result of this process?

The UIDAI recognises that inability to prove identity is one of the biggest barriers preventing the poor from accessing benefits and subsidies. The UIDAI is committed to inclusion and ensuring that woman, children, differently-abled persons, the poor and marginalised are able to secure a unique id.

To this end the UIDAI will have an extensive registrar network which will include agencies of the government that implement schemes such as Mahatma Gandhi National Rural Employment Guarantee Scheme and Rashtriya Swasthya Bima Yojana. In addition, the UIDAI will be working with outreach groups to access hard to reach communities like tribals, the differently-abled and people in remote areas of the country.

Information from Resident and access to database and security

15. What is the information that the UIDAI will seek from the resident?

The UIDAI will seek demographic and biometric information from a person seeking a UID number. The UIDAI set up the Demographic data standards and verification procedure committee under the Chairmanship of Shri N. Vittal to define the data fields to be collected by the UIDAI and the verification process to be followed. UIDAI also set up the Biometrics standards committee under the Chairmanship of Dr B.K Gairola.

Demographic information required:

- Name
- Date of Birth
- Gender
- Address
- Parent/Guardian details (required for children, adults may provide)
- Contact details phone and email (optional)

Biometric Information required:

- Photo
- 10 finger prints
- Iris

16. What does authentication mean and how will it work on a daily basis?

If anyone seeks to authenticate the identity of another person using the UID database, they will have to provide the UID number of the concerned person and any additional data (demographic or biometric) they would like to verify. The UID database will match the number to the data and return a response in the affirmative or the negative. The UID database will not transmit information or share data.

17. Will there be a card issued? How will the resident know what their number is?

No card will be issued by the UIDAI but the resident will receive a letter from the UIDAI indicating the UID number and the demographic information collected at the time of enrolment. The letter will have a tear away portion which can be preserved by the resident. A separate mechanism is being set up for inaccuracies, if any.

18. Why is UIDAI not issuing a card?

The UIDAI is focused on the identity of the person and not the identity document. The best match is the individual's biometric and a card cannot be a substitute. The UIDAI can only establish unique identity if authentication is done against the central database. Further, cards can be forged, stolen, faked and the identity process diluted. While the UIDAI only guarantees online authentication, the service providers are free to issue cards to people if it serves their purpose.

Authentication

19. How will the authentication process work?

UID system will provide several ways in which a resident can be authenticated. Only "online authentication" is supported by the UID system. This can include:

- Online demographic authentication where the authenticating agency compares the UID number and demographic information of the UID holder to the information stored in the UID database. The assurance level here is medium.
- Online biometric authentication where the biometrics of the UID holder, his/her UID number and key demographic details are compared to the details on the server. The assurance level in this case is high.
- In addition, UID system will provide additional security schemes such as usage of PIN or Dynamic PIN to increase the assurance levels.

Note: All authentication services provide only a "Yes/No" answer. No other data about the resident will be part of the response. There will not be any open APIs to access resident's data from the system.

Various systems can use this online authentication service to authenticate the identity of a resident. Choice of specific authentication method depends on the needs of those applications.

Other offline authentication methods (matching biometrics locally using smart cards, matching photo card with residents face, etc.) may be optionally supported by the Registrar, and does not use the authenticating service provided by the UIDAI.

20. What happens if the authenticating agency wrongfully denies services to a person on the pretext that the person cannot be authenticated?

The UIDAI will set up a robust grievance redressal system to deal with all matters and disputes related to authentication.

Children

21. How will children be captured in the database?

The biometric of children do not become stable until they are 15 to 18 years of age. However, since it is crucial to include children in the database, their UID record will be linked to their parent/guardian's record until they turn 18. Any one of the parents or guardians UID number would be required along with the child's ID to access services for the child.

Differently-abled

22. How will the biometric of the differently-abled and people with no fingerprints or rugged hands or people with no fingers be captured? Similarly how will blind people be enrolled?

The policy will take into consideration these exceptions and the biometric standards prescribed will ensure that these groups are not excluded. In the case of people without hands/ fingers only Iris and Photo will be used for identity determination and similarly people without eyes, only their Finger prints and Photo will be used. In the rare case of people with no fingers (or usable finger prints) and no eyes, special process will be defined to provide them with UID numbers.

Correction of Information in the UID database

23. What happens when wrong information is entered into the UID database?

A procedure for correction of data will be laid down and wrong information can be corrected at specified enrolling agencies.

Fraud

24. What happens in case of identity fraud or the system not working properly?

Some of the examples are illustrated below:

- "X" registers in the name of "Y" with Y's demographic details. "Y" could be living or dead?
Ans: "X" will have to live with the identity of "Y" for the rest of his life because if he tries to get one more UID it will be rejected. If "Y" is a dead person it could be more difficult to detect. It will be an offence to take on the identity of another person and there may be legal action taken.
- X" appears to get one more UID number and presents different information?
Ans: De – duplication process returns the application, person will be sent a response with reasons for rejection.
- Person appears as himself hoping for a second UID number.

Ans: De – duplication process returns the application, person will be sent a response with reasons for rejection and be informed about the existing UID number and warning against misuse. If all the details given are the same, the person can be sent one more letter informing the person about their UID number.

- Person appears to get second UID number in another person's name.
Ans: De – duplication process returns the application, person will be sent a response with reasons for rejection and warning against misuse.
- De-duplication works incorrectly and throws up a false positive on the biometric
Ans: There will be a process defined for resolving such false rejection and the person concerned could also access the grievance redressal mechanism.

Grievance redressal mechanism

25. Will there be a grievance redressal mechanism?

Yes, there will be concerns and issues that residents may have in terms of enrolment, authentication and identity fraud. The UIDAI will provide a grievance redressal mechanism to address these issues.