

सौरभ गर्ग
मुख्य कार्यकारी अधिकारी
Saurabh Garg
Chief Executive Officer



सत्यमेव जयते

भारत सरकार
Government of India

भारतीय विशिष्ट पहचान प्राधिकरण

Unique Identification Authority of India (UIDAI)

आधार मुख्यालय, नौवीं मंजिल, बंगला साहिब रोड,
काली मंदिर के पीछे, गोल मार्किट, नई दिल्ली-110 001
Aadhaar Headquarters, 9th Floor, Bangla Sahib Road,
Behind Kali Mandir, Gole Market, New Delhi-110001

17.11.2022

D.O. 15028/1/2022-AU-HQ

Dear Madam/Sir,

Subject: Dos and Don'ts for Requesting Entities

Today, Aadhaar has become one the most reliable pieces of identity proof for a resident. The acceptability of Aadhaar has also become ubiquitous, both in the domains of government and private sector user schemes & services.

2. Since the first Aadhaar came into being in Sep, 2010, more than 135 crore Aadhaars have been issued till date. When it comes to putting Aadhaar to use, there are about 177 Authentication User Agencies (AUA) registered with UIDAI, including both public and private entities, that carry out more than 6 crore online Aadhaar authentications daily for rendering various user services that require authentication of an individual's identity in real-time and in a non-repudiable way.

3. In addition to AUAs, there are 'KYC User Agencies (KUA)' that also carry out Aadhaar-based eKYC transactions, apart from the Yes/No authentication transactions. There are also a large number of sub-AUAs/sub-KUAs that use the infrastructure of AUAs/KUAs for carrying out online authentication of Aadhaar for various authorized schemes and services. All such entities are together called as Requesting Entities (RE).

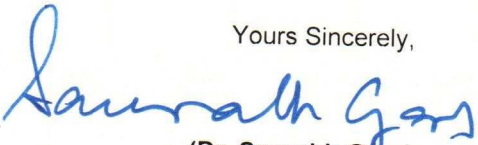
4. An RE is responsible for submitting the resident's Aadhaar number and demographic/biometric/OTP information, to the Central Identities Data Repository (CIDR), for the purpose of authentication. An RE is engaged in providing Aadhaar Enabled Services to an Aadhaar number holder, using Aadhaar authentication as facilitated by an Authentication Service Agency (ASA). While the obligations of REs are clearly identified in the Aadhaar Act, regulations thereof and many circulars issued by UIDAI on various occasions and there is also a mechanism of regular security audits of RE processes & infrastructure, it has been observed that many entities still require to strengthen their systems to be in compliance with the various statutes and UIDAI's requirements.

5. In this context, a public circular listing out some of the important Dos and Don'ts for Requesting Entities (RE) was recently published by UIDAI. A copy of the same is enclosed herewith for your kind reference.

6. It is requested that the directions given in this circular be intimated to the staff of your organization for necessary information and compliance.

With regards,

Yours Sincerely,


(Dr. Saurabh Garg)

To,
All Requesting Entities of UIDAI



एक कदम स्वच्छता की ओर

Tel. : 011-23746211, Fax : 011-23746213
Website : www.uidai.gov.in email : ceo@uidai.gov.in



मेरा आधार, मेरी पहचान

HQ-15035/4/2021/AU-HQ
Unique Identification Authority of India
(Aadhaar Usage Division)

UIDAI HQs,
Bangla Sahib Road, Behind Kali Mandir,
Gole Market, New Delhi. 110001

Dated: 31 October, 2022

CIRCULAR

Subject: Usage of Aadhaar - Dos & Don'ts for Requesting Entities- *Regarding*

A Requesting Entity (RE) is responsible for submitting the resident's Aadhaar number and demographic/ biometric/ OTP information, to the Central Identities Data Repository (CIDR), for the purpose of authentication.

2. An RE is engaged in providing Aadhaar authentication Services to an Aadhaar number holder, as facilitated by the Authentication Service Agency (ASA). The RE may be a government / private legal entity registered in India, which is authorized to use Aadhaar authentication services of UIDAI and sends authentication requests to enable its services / business functions. [Ref. Section '2-Definitions', Aadhaar (Authentication and Offline Verification) Regulations]

3. **Following are the Dos and Don'ts to be followed by the REs:**

DOs

- i. Be courteous to residents. Assure the resident about the security & confidentiality of their Aadhaar number being used for authentication.
- ii. Ensure that the resident clearly understands the type of data being collected and the purpose of Aadhaar authentication. Obtain resident's informed consent either on paper or electronically, prior to carrying out authentication.
- iii. Store Aadhaar number only if you are authorized to do so and in the manner as prescribed by UIDAI i.e. within a secure Aadhaar Data Vault.
- iv. Ensure that Aadhaar data collected is not shared with any entity except in accordance with the Aadhaar Act and/or regulations thereof.
- v. Retain the logs of authentication transactions (including that of consents taken) only for the period as prescribed under Aadhaar (Authentication and Offline Verification) Regulations. Purging of such logs upon expiry of the period shall also be in accordance to the Aadhaar Act or regulations thereof.
- vi. Ensure proper hygiene of the authentication devices being used so that there are minimal authentication failures

- vii. Ensure regular training of operators/staff carrying out Aadhaar authentication on the best practices and safeguards involved in doing so.
- viii. Immediately report any suspicious activity around authentication to UIDAI namely, suspected impersonation by resident, likely compromise of authentication keys of RE, likely fraud by authentication operator(s) etc.
- ix. Cooperate with UIDAI and/or agencies deputed by UIDAI for the purpose of any security/process audit as required by the Aadhaar Act/ Regulations or any other directions in this regard from UIDAI. Ensure timely closure of audit observations/non-compliances, if any.
- x. Provide effective grievance handling mechanism to the resident via multiple channels like website, call center, mobile app, SMS, physical center, etc.
- xi. Fulfill all your statutory obligations under the Aadhaar Act, 2016 including Penalties for contraventions (Section 29 and Chapter VIA of Aadhaar Act).

DON'Ts

- i. Do not aid or abet any unlawful action of any resident/authentication operator/ other entity that is in contravention of the laws / regulations and prescribed processes & directions.
- ii. Do not share your authentication keys/ certificates with any other entity.
- iii. Do not share unique license keys/ code as provided by UIDAI with any other entity.
- iv. Do not store photocopies of Aadhaar letters and/or other physical/electronic forms of Aadhaar, if used for collecting Aadhaar, without first masking / redacting the first 8 digits of the Aadhaar number displayed on those documents.
- v. Do not store/share/publish the biometric information collected from the Aadhaar number holder for authentication.
- vi. Do not act in contravention of the Aadhaar Act, 2016 and regulations thereof.


 (Kuldeep Singh)
 Asstt. Director (AU)
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