Understanding Update in Aadhaar
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Session: Icebreaker and Expectation Setting

Programme Overview

1. What is the name of this programme?
   - The name of the programme is Understanding Aadhaar Update

2. What will you learn in this programme?
   - In this programme, the topics are:
     - The Need for Aadhaar Update
     - The Process for Aadhaar Update
     - The Rules for Aadhaar Update

3. What new skills will you learn in this programme?
   - At the end of this programme, you will be able to:
     - Update resident information using the Client Software
     - Identify the situations in which update is necessary

4. What will be the learning methodology of this programme?
   - You will learn through:
     - Explanation using screenshots and examples
     - Case studies
     - Activities
     - Informal assessments

5. What is the duration of this programme?
   - The duration of this programme is 8 Hours
   - The programme schedule is given below:

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Sessions</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>D1S1</td>
<td>Icebreaker and Expectation Setting</td>
<td>30 Minutes</td>
</tr>
<tr>
<td>D1S2</td>
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<td>40 Minutes</td>
</tr>
<tr>
<td>D1S3</td>
<td>Process of Update – Part 1</td>
<td>90 Minutes</td>
</tr>
<tr>
<td>D1S4</td>
<td>Process of Update – Part 2</td>
<td>90 Minutes</td>
</tr>
<tr>
<td>D1S5</td>
<td>Rules of Update</td>
<td>60 Minutes</td>
</tr>
</tbody>
</table>
Session: Data Update Policy

When life events occur, like growing up, or marriage or simply shifting from one place to another, information about residents also changes.

This change in information has to match with the information provided in the Aadhaar. Therefore, it is necessary for residents to update their information from time to time.

Learning Objective

By the end of this session, you will be able to:
- Define update
- Identify the need for update

Need for Update > Scenarios

Look at the following situations. What information do you think will change?

Case 1

<table>
<thead>
<tr>
<th>Madhumita Haldar</th>
<th>Tilok Kumar Banerjee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Name</td>
</tr>
<tr>
<td>Address</td>
<td>Address</td>
</tr>
<tr>
<td>Relationship Status</td>
<td>Relationship Status</td>
</tr>
<tr>
<td>Mobile Number</td>
<td>Mobile Number</td>
</tr>
<tr>
<td>No change</td>
<td>No change</td>
</tr>
</tbody>
</table>

- A young married couple settles down in Kolkata
- They both have their Aadhaar

What are the details that will change in their case?
### Case 2
**Dheeraj Kumar, 32 Years**  
From Delhi

- Dheeraj Kumar gets an attractive job offer and decides to settle down with his family in Secunderabad
- He already has Aadhaar
- What are the details that will change in his case?

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Relationship Status</th>
<th>Mobile Number</th>
<th>No change</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>☒</td>
<td>☐</td>
<td>☐</td>
<td>☒</td>
</tr>
</tbody>
</table>

### Case 3
**Mr. and Mrs. Prasad, 61 and 64 years**

- Mr. and Mrs. Prasad decide to leave their home town and join their son in Bangalore permanently
- They both have Aadhaar
- What are the details that will change in their case?

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Relationship Status</th>
<th>Mobile Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>☒</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

### Case 4
**Mrs. Ankita Patel, Ahmedabad**

- Mrs. Ankita Patel has an Aadhaar, but there is a mistake in her Date of Birth
- Is it necessary for her to get it corrected?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>☒</td>
</tr>
</tbody>
</table>

### Case 5
**Lakshmi, Chennai**

- Lakshmi got her Aadhaar when she was 3 years old. Now, she is 7 years old
- Can she be recognised by her old picture?
- Should her earlier picture be changed in the Aadhaar?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>☒</td>
</tr>
</tbody>
</table>
It is important to update resident's information for the following reasons:

- Residents use Aadhaar to establish their identity anywhere in India
- Any agency can authenticate the identity of any resident using the Aadhaar

UIDAI has made Aadhaar update:
- A well-defined process
- Easy
- With multiple channels for update
Information that can be Updated

Demographic Updates
- Name
- Address
- Date of Birth/Age
- Gender
- Mobile Number
- Email Address
- Relationship Status
- Information Sharing Consent

Biometric Updates
- Iris
- Finger Prints
- Photograph

Reasons for Update: Demographic Updates

Marriage
- Change in Information
  - Name
  - Address
  - Relationship
  - Mobile Number
  - Email ID

Migration
- Change in Information
  - Address
  - Mobile Number
  - Email ID

Change in Personal Details
- Change in Information
  - Name
  - Mobile Number
  - Email ID
Understand Update in Aadhaar

Change in Relative’s Details
- Relative’s Details
- Name

Change in Information Sharing Consent for Availing Services
- Information sharing consent
- Mobile Number
- Email ID

Errors made during Enrolment
- Correction of errors in demographic details

Change in Local Language
- Change in Local Language

Document Verification by UIDAI
- Verification of documents by UIDAI
Reasons for Update: Biometric Updates

Age <5 years at the Time of Initial Enrolment
- The child should be re-enrolled at 5 years of age
- All biometric data should be provided
- Similar to a new enrolment request
- Original Aadhaar will remain

Age between 5 and 15 years at the Time of Enrolment
- Biometrics have to be updated when the resident attains age of 15 years

Age >15 years at the Time of Enrolment
- Residents have to update their biometric data every 10 years

Injuries
- When a person meets with an accident resulting in the loss of hand or hands, eye injury or plastic surgery, it may result in biometric exceptions. This information needs to be updated

False Rejects
- False rejects – where a correct resident with valid Aadhaar may be incorrectly rejected
- This may happen due to incorrect biometric capture or poor biometric quality captured at the time of enrolment
Check Your Progress: 1

- Aparajita got her Aadhaar when she was 17 years old
- Now she is 20 years old and has got married to Arjun Bhairav Singh
- Aparajita now lives in C-903, Vasant Kunj, New Delhi (Pin)

Circle the fields that will change in her Aadhaar

Check Your Progress: 2

The various fields of the Aadhaar are given in the table below. Write their numbers in the correct box and categorise them.

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Field to be Updated</th>
<th>Demographic Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Name</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Address</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Iris</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Relative Details</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Gender</td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Photograph</td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>Mobile Number</td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td>Date of Birth</td>
<td></td>
</tr>
<tr>
<td>9.</td>
<td>Fingerprints</td>
<td></td>
</tr>
<tr>
<td>10.</td>
<td>Email Address</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Biometric Data</td>
<td></td>
</tr>
</tbody>
</table>
Deactivation of Aadhaar

The Aadhaar of a resident may get deactivated in the following situations:

**Situation 1:**
- Child completes 5 years
- Update Biometrics
- Aadhaar number will get deactivated if biometric update is not done within 2 years
- Reactivation of Aadhaar number

**Situation 2:**
- Child completes 15 years
- Update Biometrics
- Aadhaar number will get suspended if biometric update is not done within 2 years
- Reactivation of Aadhaar number

**Situation 3:**
- Resident not able to authenticate due to poor Biometrics
- Update using other fingers or fresh Iris scan
- Update Biometrics

Check Your Progress: 3

I am 18 years old. I got my Aadhaar number when I was 14. Is my Aadhaar number still valid?

I met with an accident last year in which my fingers got burnt.
Understanding Update in Aadhaar

Activity

Multiple Choice Single Response questions:

1. Which of the following is not a demographic update?
   a. Change of name  
   b. Change of fingerprints  
   c. Change of address  
   d. Change of mobile number

2. Which of the following is not a reason for update?
   a. Celebration  
   b. Marriage  
   c. Accident  
   d. Migration

3. Which of the following is not an objective of the UIDAI with respect to Update?
   a. To provide clear steps for update  
   b. To provide clear timelines for update  
   c. To make it difficult for residents to update their information  
   d. To make all partners of UIDAI aware of the procedures involved in update

Key Learning Outcomes

In this session, you have learnt that:

- It is necessary to update any change in information in the Aadhaar
- Demographic and biometric data can be updated
- There are biometric updates for children between 5 years and 15 years
Session: Process of Update (Part 1)

Learning Objective

By the end of this session, you will be able to:

- Identify the different modes for data update
- Describe the process of update using the assisted mode
- List the steps involved in using the update software

Modes of Update

I wish to update information in my Aadhaar. What should I do? Where do I go?
The modes of update are as follows:

**Modes of Update**

- **Self-Service Mode**
  - Online and Offline by Resident
- **Assisted Mode**
  - At the Enrollment Centre

**Process of Update: Update Client Standard**

The following steps are involved in the process of update:

1. **Filling of Application Form**
2. **Manual Verification of Proofs**
3. **Entry of Data into Client Software by Operator**
4. **Biometric Update by Resident**
5. **Operator and Supervisor’s Confirmation**
6. **Acknowledgement Receipt**

**Step 1: Filling of Application Form**

Resident has to select only those fields that have to be updated.
Check Your Progress > 1

Study the Update Form given below.

**AADHAAR DATA UPDATE FORM**

Select (X) only those fields which you would like to update. Fields marked * are mandatory. Please follow the instructions overleaf while filling up the form. Use capital letters only.

<table>
<thead>
<tr>
<th><strong>Update Type</strong></th>
<th>Demographic Update { Name/Gender/Date of Birth/Address/Email/Mobile/Relationship Details/Consent}</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Biometric Update { Photo/Fingerprint/iris}</td>
</tr>
<tr>
<td></td>
<td><strong>Aadhaar No.</strong> { Please provide accurate 12-digit Aadhaar number here!}</td>
</tr>
<tr>
<td></td>
<td><strong>Full Name:</strong> NAME</td>
</tr>
<tr>
<td><strong>Gender:</strong></td>
<td>Male ( ) Female ( ) Transgender ( )</td>
</tr>
<tr>
<td><strong>Age:</strong></td>
<td>Yrs on Date of Birth: DD MM YYYY Declared ☐ Verified ☐</td>
</tr>
<tr>
<td><strong>Address:</strong></td>
<td>(Provide complete address even if the change is in any one of the address fields)</td>
</tr>
<tr>
<td>C/o ( ) D/o ( ) S/o ( ) W/o ( ) H/o ( )</td>
<td>Street/Road/Lane</td>
</tr>
<tr>
<td>House No/ Bldg./Apt.</td>
<td>Area/locality/sector</td>
</tr>
<tr>
<td>Landmark</td>
<td>Post Office</td>
</tr>
<tr>
<td>Village/Town/City</td>
<td></td>
</tr>
<tr>
<td><strong>District</strong></td>
<td>Sub-District</td>
</tr>
<tr>
<td><strong>State</strong></td>
<td></td>
</tr>
<tr>
<td><strong>E Mail</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Mobile No</strong></td>
<td></td>
</tr>
<tr>
<td><strong>PIN CODE</strong></td>
<td></td>
</tr>
</tbody>
</table>

*Relationship Details of: Father ( ) Mother ( ) Guardian ( ) Husband ( ) Wife ( ) * mandatory for children below 5 yrs

Name
Aadhaar No. or EID No: dd mm yyyy hh mm ss

I have no objection to the UIDAI sharing information provided by me to the UIDAI with agencies engaged in delivery of welfare services. ☐ Select (X) in case of no objection

**Verification Type:** Document Based ( ) Introducer Based ( ) Head of Family ( )
Select only one of the above. Select Introducer or Head of Family only if you do not possess any documentary proof of identity and/or address. Introducer and Head of Family details are not required in case of Document based Verification.

**10 For Document Based** (Write Names of the documents produced. Refer back side of this form for list of valid documents)

<table>
<thead>
<tr>
<th>a. POI</th>
<th>b. POA</th>
</tr>
</thead>
<tbody>
<tr>
<td>c. DOB (Mandatory in case of Verified Date of Birth)</td>
<td>d. POR</td>
</tr>
</tbody>
</table>

**11 For Introducer Based**
Introducer’s Name:

| For HoF Based - Details of: Father ( ) Mother ( ) Guardian ( ) Husband ( ) Wife ( ) |
| Name of the Head of Family: |
| Aadhaar No. |
| or EID No: dd mm yyyy hh mm ss |

I hereby confirm that the update request as being true, correct and accurate.

**Signature of Introducer/HOF**

Introducer’s Aadhaar No.

Consent
I confirm that information (including biometrics) provided by me to the UIDAI and the information contained herein is my own and is true, correct and accurate.

**Applicant’s signature/Thumbprint**

**Verifier’s Stamp and Signature:** (Verifier must put his/her initials, if stamp is not available)

*To be filled by the Enrollment/Update Agency only*

Date & Time of Update Request: ___________________________
Understand Update in Aadhaar

Check Your Progress> 1

Study the Update Form given below.

Instructions to follow while filling up the AADHAAR DATA UPDATE FORM

| Full Name | Write full name without abbreviations/lites. Please bring the original Proof of Identity (POI) document. (See list A below). Variation in Resident's Name is contrast to POI is permissible as long as the change is minor spelling only, without altering the Name in POI document. For Example: If Resident’s POI reads “Mount”, then “Mnt” can be recorded if Resident wants so. |
| Date of Birth / AGE | Fill in Date of Birth in DD/MM/YYYY format. If Exact Date of Birth is not known, approximate age in Years may be filled in the space provided. Please bring the original Proof of Date of Birth (DOB) if available (See list D below). Declared checksum may be selected if Resident does not have a valid proof of Date of Birth document. Verified checksum is selected where Resident has provided documents as proof of Date of Birth. |
| Address | Write complete address including Pin code. Please bring the original Proof of Address (POA) document. (See list B below). Please note that the Aadhaar letter will be delivered at the given address only. |
| RELATIONSHIP | In case of children below 5 years, it is mandatory to provide father/mother/guardian details with their Aadhaar or EID number. |
| CONSENT | Resident may specifically express willingness/unwillingness by selecting the relevant box. |
| BANK ACCOUNT | Resident may choose to open a new Aadhaar enabled bank / POGB account or can link existing bank account to Aadhaar number. Relevant details as requested may be provided. This is an optional field. |
| DOCUMENTS | Write the name of Documents for POI and POA. In case proof of Date of Birth is available, then write the name of Date of Birth document. If the resident is not holding a Proof of Identity & using the Head of Family based enrolment, then write the name of Proof of Relationship document. For Valid list of documents, please refer list of Documents below. |
| INTRODUCER/HoF | Resident who does not have POI and POA may get enrolled through an Introducer/Head of Family. Pl contact nearest enrolment centre or your Registrar, for further details. |

*In instances where original documents are not available, copies attested / certified by a public notary / gazetted officer will be accepted.

<table>
<thead>
<tr>
<th>List A. POI documents</th>
<th>List B. POA documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Passport</td>
<td>1. Passport</td>
</tr>
<tr>
<td>2. PAN Card</td>
<td>2. Birth Statement/Passbook</td>
</tr>
<tr>
<td>4. Voter ID</td>
<td>4. Ration Card</td>
</tr>
<tr>
<td>5. Driving License</td>
<td>5. Voter ID</td>
</tr>
<tr>
<td>7. NREGS Job Card</td>
<td>7. Government Photo ID Card/service photo identity card issued by PSU</td>
</tr>
<tr>
<td>8. Photo Issued by Recognized Educational Institution</td>
<td>8. Electricity Bill (not older than 3 months)</td>
</tr>
<tr>
<td>9. Arms License</td>
<td>9. Water Bill (not older than 3 months)</td>
</tr>
<tr>
<td>10. Photo/ATM Card</td>
<td>10. Telephone Landline Bill (not older than 3 months)</td>
</tr>
<tr>
<td>11. Photo Credit Card</td>
<td>11. Property Tax Receipt (not older than 3 months)</td>
</tr>
<tr>
<td>12. Pensioner Photo Card</td>
<td>12. Credit Card Statement (not older than 3 months)</td>
</tr>
<tr>
<td>15. COHS/ECHS Photo Card</td>
<td>15. Electricity Bill (not older than 3 months)</td>
</tr>
<tr>
<td>16. Address Card having Name and Photo issued by Department of Posts</td>
<td>16. Credit Card Statement (not older than 3 months)</td>
</tr>
<tr>
<td>17. Certificate of identity having photo issued by Gazetted Officer or Taliwala on letterhead</td>
<td>17. Insurance Policy</td>
</tr>
<tr>
<td>18. Disability ID Card/handicapped medical certificate issued by the respective State/UT Government/Administrations</td>
<td>18. Signed Letter having Photo issued by registered Company on letterhead</td>
</tr>
<tr>
<td>22. *Legal name Change Certificate.</td>
<td>22. Pensioner Card</td>
</tr>
</tbody>
</table>

*For above documents, where original document does not have photo, the photocopy/can of the documents must be taken along with the Resident’s photo)

<table>
<thead>
<tr>
<th>List C. POR documents</th>
<th>List D. DOB documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. PDS Card</td>
<td>1. Birth Certificate</td>
</tr>
<tr>
<td>2. MINREDA Job Card</td>
<td>2. SSLC Book Certificate</td>
</tr>
<tr>
<td>3. POGB/State Government/ECHS/ESIC Medical card</td>
<td>3. Passport</td>
</tr>
<tr>
<td>5. Army Carnets Card</td>
<td></td>
</tr>
<tr>
<td>6. Passport</td>
<td></td>
</tr>
<tr>
<td>7. Birth Certificate issued by Registrar of Birth, Municipal Corporation and other notified local government bodies like Taluk, Tehsil etc.</td>
<td></td>
</tr>
</tbody>
</table>
Step 2: Manual Verification of Proofs

- Accept the proofs as per the approved list of documents
- Check and attach proofs along with Application Form

Step 3: Entry of Data into Client Software by Operator

- Only the data which has been selected by the resident in the form has to be updated
Entry of Data into Client Software by Operator

- Select Update Resident Information

Entry of Data into Client Software by Operator

- Update the resident’s:
  - Name
  - Date of birth
  - Gender
  - Address
  - Mobile phone number
  - Email Address
  - Biometric information

Demographic Updates
Entry of Data into Client Software by Operator

**Demographics**

**Type name**

**Type Aadhaar**

**Check Update biometric details**

---

Entry of Data into Client Software by Operator

**Change in Name:**

**Type new name (if applicable)**

**Check spelling in local language**
Entry of Data into Client Software by Operator

**Change in Address:**

1. Click **Edit**
2. Type personal details
3. Type contact details
4. Click **Next**

Entry of Data into Client Software by Operator

**References**

- **Proof of Date of Birth**
  - Select document type

- **Identity and Address Verification**
  - Select documents submitted as proofs by resident
Entry of Data into Client Software by Operator

Type the number of document pages submitted (Application + 1 proof = 2)

Click Next

Check Your Progress: 2

Match the following:

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Column A</th>
<th>S. No.</th>
<th>Column B</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>eMail, mobile and Consent</td>
<td>A</td>
<td>Update Client Standard</td>
</tr>
<tr>
<td>2</td>
<td>Assisted Mode</td>
<td>B</td>
<td>No Documents required</td>
</tr>
<tr>
<td>3</td>
<td>Demographic Information</td>
<td>C</td>
<td>Filling up of Form</td>
</tr>
<tr>
<td>4</td>
<td>Step 1 of Update Process</td>
<td>D</td>
<td>Age</td>
</tr>
</tbody>
</table>

Step 4: Biometric Update by Resident

- Fingerprints
- Iris Scan
- Photograph
Process of Update > Biometric Update by Resident

If a resident has to update the photo/biometrics, he/she needs to give the complete biometrics.

Biometric Update by Resident

Click the pane to activate the ‘Face Recognition Feature’

Icon for ‘Wait’
Biometric Update by Resident

Photograph taken

Green: Okay/Acceptable Picture
Red: Poor Quality/Not Acceptable
Click Next

Biometric Update by Resident

Fingerprints

Left hand, Right hand, Both thumbs

Biometric Update by Resident

Scan four fingers of left hand
Application will check for quality
Understanding Update in Aadhaar

Biometric Update by Resident

Image of scanned fingerprints

Poor quality image

Click to capture fingerprints again

Biometric Update by Resident

Left hand four fingerprints scanned successfully

Green: Picture quality okay

Biometric Update by Resident

Capture prints of four fingers of right hand

Picture quality poor
Understanding Update in Aadhaar

Biometric Update by Resident

Click for fingerprint quality details

Biometric Update by Resident

Right hand fingerprints captured successfully

Biometric Update by Resident

Scan of both thumb prints

Picture quality okay
Understanding Update in Aadhaar

Biometric Update by Resident

All fingerprints captured successfully

Click Next

Biometric Update by Resident

Iris scan

Click inside empty frame to activate

Biometric Update by Resident

Iris scan completed successfully

Picture quality okay

Click Next
Understanding Update in Aadhaar

Process of Update > Note (for Demographic Updates Only)

If only demographics are to be updated, capture the resident’s photograph and either the resident's left slap, right slap, both thumbs, left iris or right Iris.

Biometric Update by Resident

Step 5: Operator and Supervisor's Confirmation

- Confirmation by scanning any one fingerprint
Understanding Update in Aadhaar

Confirmation by Operator and Supervisor

Verification done by the operator: Scan any one fingerprint

Operator confirmation successful

Picture quality okay

Click Save
Understanding Update in Aadhaar

Confirmation by Operator and Supervisor

Updated resident enrolment data gets saved

Confirmation by Operator and Supervisor

Update request captured successfully

Step 6: Acknowledgement Receipt

✓ Print a copy of the acknowledgment
Acknowledgement Receipt

Print Acknowledgment:

Check Your Progress > 3

Complete the steps in the process of update:

Assisted Mode: Update Client Lite (UCL)

- The Update Client Lite is used for updating the resident’s:
  - Mobile number
  - Email ID
  - Information Sharing Consent

- No documents are required for update through UCL (email, mobile and consent)

- In this case, if biometric fails, then the resident needs to update the biometric
Assisted Mode: Update Client Lite

Start-Up Screen of Update Client Lite

Demographics

Type Aadhaar

Type New Mobile Number or Email ID

Click Next

I have no objection to the UIDAI sharing information provided by me to the UIDAI with agencies engaged in delivery of public services including welfare services.

Select Yes or No

Review

New Email ID

Resident’s Aadhaar

Confirm
Understanding Update in Aadhaar

Assisted Mode: Update Client Lite

Confirmation by Resident and Operator

Any one fingerprint to be captured

Assisted Mode: Update Client Lite

Confirmation by Resident
Place any one finger of Resident on machine
Click Scan

Fingerprint Scanned

Assisted Mode: Update Client Lite

Confirmation by Operator
Place any one finger on machine
Click on Scan

Operator’s Fingerprint Scanned
Understanding Update in Aadhaar

Assisted Mode: Update Client Lite

- Saving updated resident enrolment data
- Click Save

Assisted Mode: Update Client Lite

- Resident Information Updated Successfully
- Print Receipt
- Intimation to resident through SMS to registered mobile number

Assisted Mode: Update Client Lite

- Printing of Receipt
Check Your Progress: 4

State True or False:

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Statement</th>
<th>True/ False</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Update Client Lite is used for updating fingerprints of the Resident</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Update Client Lite is used for updating mobile number, email ID and Information Sharing Consent</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>It is mandatory to ask the resident’s consent his/her willingness for information sharing consent</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>It takes 15 days for the information to be updated on Client Lite</td>
<td></td>
</tr>
</tbody>
</table>

Activity

State True or False:

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Statement</th>
<th>True/ False</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>There are six steps in the process of update using the Update Client Standard</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Entry of data into client software is done by the Supervisor</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>For every update, the resident, operator and the supervisor have to give sign-off</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>The Application Form is to be filled by the Operator</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Demographic and biometric update can be done at the Enrolment Centre</td>
<td></td>
</tr>
</tbody>
</table>

Key Learning Outcomes

In this session, you have learnt that:

- The different modes for data update are:
  - Self-service mode
  - Assisted mode

- The six steps involved in the process of update in the assisted mode are:
  - Filling of application form
  - Manual verification of proofs
  - Entry of data into client software by operator
  - Biometric update by resident
  - Resident, operator and supervisor’s confirmation
  - Acknowledgement receipt
Session: Process of Update (Part 2)

Learning Objectives

By the end of this session, you will be able to

- List the documents needed as proof for Update of various fields
- Adopt soft skills needed to perform your role effectively

Documents for Update

Look at the following situations. What documents are needed for updating various fields?

Case 1: Name Correction/Update

I want to update my name.
I want to correct my name.
You can submit copy of any of the valid Proof of Identity (P) documents.
**POI Documents for Update**

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Passport</td>
</tr>
<tr>
<td>2.</td>
<td>PAN Card</td>
</tr>
<tr>
<td>3.</td>
<td>Ration/ PDS Photo Card</td>
</tr>
<tr>
<td>4.</td>
<td>Voter ID</td>
</tr>
<tr>
<td>5.</td>
<td>Driving Licence</td>
</tr>
<tr>
<td>6.</td>
<td>Government Photo ID Cards/ service photo identity card issued by PSU</td>
</tr>
<tr>
<td>7.</td>
<td>NREGS Job Card</td>
</tr>
<tr>
<td>8.</td>
<td>Photo ID issued by Recognised Educational Institution</td>
</tr>
<tr>
<td>9.</td>
<td>Arms Licence</td>
</tr>
<tr>
<td>10.</td>
<td>Photo Bank ATM Card</td>
</tr>
<tr>
<td>11.</td>
<td>Photo Credit Card</td>
</tr>
<tr>
<td>12.</td>
<td>Pensioner Photo Card</td>
</tr>
<tr>
<td>13.</td>
<td>Freedom Fighter Photo Card</td>
</tr>
<tr>
<td>14.</td>
<td>Kissan Photo Passbook</td>
</tr>
<tr>
<td>15.</td>
<td>CGHS / ECHS Photo Card</td>
</tr>
<tr>
<td>16.</td>
<td>Address Card having Name and Photo issued by Department of Posts</td>
</tr>
<tr>
<td>17.</td>
<td>Certificate of Identity having Photo issued by Gazetted Officer or Tehsildar on letterhead</td>
</tr>
<tr>
<td>18.</td>
<td>Disability ID Card/Handicapped Medical Certificate issued by the respective State/UT Governments/Administrations</td>
</tr>
<tr>
<td>19.</td>
<td>*Marriage Certificate</td>
</tr>
<tr>
<td>20.</td>
<td>*Proof of Marriage document issued by the Registrar</td>
</tr>
<tr>
<td>21.</td>
<td>*Gazette Notification</td>
</tr>
<tr>
<td>22.</td>
<td>*Legal Name Change Certificate</td>
</tr>
<tr>
<td>23.</td>
<td>Affidavit executed on non-judicial stamp paper to be submitted by women applicant for name change after marriage(joint affidavit to be submitted along with her husband with joint photo)</td>
</tr>
</tbody>
</table>

* For the above documents, where original document does not have photo, the photocopy/scan of the documents must be taken along with the resident’s photo)

* In instances where original documents are not available, copies attested / certified by a public notary / gazetted officer will be accepted
### Case 2: Address Change

You can submit a copy of any of the valid Proof of Address (PoA) documents.

I want to update my address.

#### Documents for Update: Proof of Address (PoA)

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Passport</td>
</tr>
<tr>
<td>2</td>
<td>Bank Statement/ Passbook</td>
</tr>
<tr>
<td>3</td>
<td>Post Office Account Statement/Passbook</td>
</tr>
<tr>
<td>4</td>
<td>Ration Card</td>
</tr>
<tr>
<td>5</td>
<td>Voter ID</td>
</tr>
<tr>
<td>6</td>
<td>Driving Licence</td>
</tr>
<tr>
<td>7</td>
<td>Government Photo ID cards/ service photo identity card issued by PSU</td>
</tr>
<tr>
<td>8</td>
<td>Electricity Bill (not older than 3 months)</td>
</tr>
<tr>
<td>9</td>
<td>Water Bill (not older than 3 months)</td>
</tr>
<tr>
<td>10</td>
<td>Telephone Landline Bill (not older than 3 months)</td>
</tr>
<tr>
<td>11</td>
<td>Property Tax Receipt (not older than 3 months)</td>
</tr>
<tr>
<td>12</td>
<td>Credit Card Statement (not older than 3 months)</td>
</tr>
<tr>
<td>13</td>
<td>Insurance Policy</td>
</tr>
<tr>
<td>14</td>
<td>Signed Letter having Photo from Bank on letterhead</td>
</tr>
<tr>
<td>15</td>
<td>Signed Letter having Photo issued by Registered Company on letterhead</td>
</tr>
<tr>
<td>16</td>
<td>Signed Letter having Photo issued by Recognised Educational Instruction on letterhead</td>
</tr>
<tr>
<td>17</td>
<td>MGNREGS Job Card</td>
</tr>
<tr>
<td>18</td>
<td>Arms Licence</td>
</tr>
<tr>
<td>19</td>
<td>Pensioner Card</td>
</tr>
<tr>
<td>20</td>
<td>Freedom Fighter Card</td>
</tr>
<tr>
<td>21</td>
<td>Kissan Passbook</td>
</tr>
</tbody>
</table>
### Understanding Update in Aadhaar

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Document</th>
</tr>
</thead>
<tbody>
<tr>
<td>22.</td>
<td>CGHS / ECHS Card</td>
</tr>
<tr>
<td>23.</td>
<td>Certificate of Address having photo issued by MP or MLA or Gazetted Officer or Tehsildar on letterhead</td>
</tr>
<tr>
<td>24.</td>
<td>Certificate of Address issued by Village Panchayat head or its equivalent authority (for rural areas)</td>
</tr>
<tr>
<td>25.</td>
<td>Income Tax Assessment Order</td>
</tr>
<tr>
<td>26.</td>
<td>Vehicle Registration Certificate</td>
</tr>
<tr>
<td>27.</td>
<td>Registered Sale / Lease / Rent Agreement</td>
</tr>
<tr>
<td>28.</td>
<td>Address Card having Photo issued by Department of Posts</td>
</tr>
<tr>
<td>29.</td>
<td>Caste and Domicile Certificate having Photo issued by State Govt.</td>
</tr>
<tr>
<td>30.</td>
<td>Disability ID Card/handicapped medical certificate issued by the respective State/UT Governments/Administrations</td>
</tr>
<tr>
<td>31.</td>
<td>Gas Connection Bill (not older than 3 months)</td>
</tr>
<tr>
<td>32.</td>
<td>Passport of Spouse</td>
</tr>
<tr>
<td>33.</td>
<td>Passport of Parents(in case of Minor)</td>
</tr>
</tbody>
</table>

### Case 3: Date of Birth

#### Documents for Update: Proof of Date of Birth (DoB) Documents

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Birth Certificate</td>
</tr>
<tr>
<td>2.</td>
<td>SSLC Book/Certificate</td>
</tr>
<tr>
<td>3.</td>
<td>Passport</td>
</tr>
<tr>
<td>4.</td>
<td>Certificate of Date of Birth issued by Gazetted Officer on Letterhead</td>
</tr>
</tbody>
</table>

---

I want to get my date of birth corrected. You can submit a copy of any of the valid Date of Birth (DoB) documents.
Case 4: Relationship Status

Documents for Update: Proof of Relationship

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Document</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>PDS Card</td>
</tr>
<tr>
<td>2.</td>
<td>MGNREGS Job Card</td>
</tr>
<tr>
<td>3.</td>
<td>CGHS / State Government / ECHS / ESIC Medical card</td>
</tr>
<tr>
<td>4.</td>
<td>Pension Card</td>
</tr>
<tr>
<td>5.</td>
<td>Army Canteen Card</td>
</tr>
<tr>
<td>6.</td>
<td>Passport</td>
</tr>
<tr>
<td>7.</td>
<td>Birth Certificate issued by Registrar of Birth, Municipal Corporation and other notified local government bodies like Taluk, Tehsil, etc.</td>
</tr>
<tr>
<td>8.</td>
<td>Any other Central/ State government issued family entitlement document</td>
</tr>
</tbody>
</table>
Case 5: Mobile Number

I want to update my mobile number. Do I have to submit any document?

There is no need for submitting any document. I will update your mobile number by placing a request online. You will receive a One Time Password with the help of which you can update your new number.

Check Your Progress: 1

Place a tick mark or cross mark on the documents that are used for updating resident information.

<table>
<thead>
<tr>
<th>Document</th>
<th>Proof of Identity</th>
<th>Proof of Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passport</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PAN Card</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Voter ID</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Driving Licence</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Marriage Certificate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gazette Notification</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Process of Update

After information has been updated in the CIDR, residents are informed about update in the following ways:

1. Change in Demographic Information: Name, Address, Date of Birth or Gender
   - SMS to mobile
   - Message on email ID
   - New Aadhaar by post
Check Your Progress: 2

State True or False:

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Statement</th>
<th>True/False</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>When a resident gets his address updated, notification of update is sent only to registered email.</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>When a resident gets his mobile number updated, notification is sent to email ID and mobile.</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>When a resident gets any demographic field updated, a new Aadhaar is sent to the postal address.</td>
<td></td>
</tr>
</tbody>
</table>
Check Your Progress: 3

Complete the following conversations:

Scenario 1

I had an accident a few months ago and I lost one finger. Do I have to submit documentary proof for updation?

Scenario 2

My daughter was three years old when she was enrolled for Aadhaar. Now she is six. What is the process for updating her information?

Scenario 3

I changed my name because my old name was not lucky for me. What proofs do I have to submit for updation?
Scenario 4

I got married last year and now I live in Chennai. I got my Aadhaar made when I was in Mumbai. Will I now get a new number?

Scenario 5

My Aadhaar authentication got rejected. They said my fingerprints were not taken properly. What should I do?

Scenario 6

My name has been incorrectly spelt in the local language in my Aadhaar. Please help me.
Soft Skills Required for the Role of an Operator

Greet the resident properly

- Namaste

Listen to the resident’s request

- How can I help you?

Be polite with the resident

- Please sit, I will guide you.

Inform the resident about the process

- Let me explain the process to you.

Communicate the rules properly

- I am sorry. Please come back with the following documents.
Check Your Progress: 4
Identify the behaviours that are okay and those which are not okay:

Wait, can't you see that I am busy?

Okay / Not Okay

Don't worry, I will tell you what is needed.

Okay / Not Okay

Why do you people keep changing your data?

Okay / Not Okay

Check Your Progress: 5
Answer the following questions with the help of the options given:

1. Which of the following documents can be used as proof for updating date of birth?
   a. Birth Certificate
   b. Passport
   c. SSLC Book / Certificate

Answer Options
   i. Only a
   ii. a and b
   iii. Only b
   iv. All the above
2. Which of the following documents can be used as proof of address?
   a. PAN Card
   b. Passport
   c. Bank Passbook

   Answer Options
   i. Only a
   ii. b and c
   iii. Only b
   iv. All the above

3. Which of the following documents can be used as proof of identity?
   a. Voter ID
   b. Photo Bank ATM Card
   c. Photo Credit Card

   Answer Options
   i. Only a
   ii. Only c
   iii. Only b
   iv. All the above

4. How is a resident informed when his/her mobile number has been updated?
   a. Through letter from UIDAI
   b. Through SMS to old number
   c. Through SMS to new number

   Answer Options
   i. Only c
   ii. b and c
   iii. Only b
   iv. All the above

Activity

Multiple Choice – Multiple Response:

1. When a resident updates his demographic data, how is he informed about successful update?
   a. Through SMS to registered mobile number
   b. Resident receives new Aadhaar at his postal address
   c. Through SMS to old mobile number

2. If a resident wants to update his name, what documents does he have to submit?
   a. Gazette notification
   b. Legal name change certificate
   c. Certificate of identity having photo issued by gazetted officer or Tehsildar on letterhead
3. If a resident wants to update her name post-marriage, what documents can she submit as proof?
   a. Marriage certificate
   b. PAN card
   c. Voter ID card

**Key Learning Outcomes**

In this session, you have learnt that:

- Different documents are needed as proof for update of various fields
- Soft skills are needed to perform your role effectively
Session: Rules for Update

Learning Objective

By the end of this session, you will be able to describe the rules for update.

Study the following situations:

**Situation 1:**

I wish to update my date of birth and my child’s date of birth.

Okay, let me check. You can update your date of birth. For your child, we will also take photograph of his face, scan his fingerprints and eyes.

**Situation 2:**

I wish to update images of my fingerprints.

Sure, but first, we will check your data with the existing biometric information.
Situation 3:

I have to update my information.

Sure, each time you update your information, you also have to update your ‘Information Sharing Consent’.

Situation 4:

I wish to update my email ID.

Yes, you can update it online also by sending an email. You will receive a one-time password on your mobile number. You can enter the password and change your email ID.

Situation 5:

One member in my family has expired recently. Is there any need to update this information?

Yes, every death has to be updated in the system. Please give me the Death Certificate and Aadhaar of the deceased. I will also need your Aadhaar.
Understanding Update in Aadhaar

Activity 1

Match the following:

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Column A</th>
<th>S. No.</th>
<th>Column B</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Update of a child's data of less than or over 5 years</td>
<td>i</td>
<td>Can be updated using UCL</td>
</tr>
<tr>
<td>2</td>
<td>Update of relative of a minor</td>
<td>ii</td>
<td>Biometric update of new head of family is mandatory</td>
</tr>
<tr>
<td>3</td>
<td>Update of Email ID and Mobile Number</td>
<td>iii</td>
<td>Verified against existing biometrics of resident</td>
</tr>
<tr>
<td>4</td>
<td>Update of Fingerprints/Iris/Facial Features</td>
<td>iv</td>
<td>Biometric update is compulsory</td>
</tr>
</tbody>
</table>

Activity 2

Multiple Choice Single Responses:

1. Residents who wish to update their biometric data have to:
   a. Verify against previous biometric data available in the system
   b. Get their demographic data also updated
   c. Fill an online form

2. If relative’s details have to be updated for a child less than five year old,
   a. It can be done with the help of documentary proof
   b. Biometric update of new head of family will have to be done first
   c. The request will get rejected because such facility does not exist

3. Update of mobile number and email ID can be done ____________.
   a. Only online
   b. Only in the assisted mode
   c. By placing a request online and generating a one-time password

Key Learning Outcomes

In this session, you have learnt that:

- There are different rules applicable with respect to update of resident information
- UIDAI records the date of birth with 3 different statuses namely Approximate (A), Declared (D) and Verified (V)
- Any biometric update of resident will happen by verification of biometrics with the existing biometrics in the system
- The email update is allowed by accepting request on email and authenticated through OTP sent on registered mobile