



भारत सरकार

इलेक्ट्रॉनिक्स और सूचना प्रौद्योगिकी मंत्रालय (एम.ई.आई.टी.वाई)

भारतीय विशिष्ट पहचान प्राधिकरण (यूआईडीएआई)

49, खनिज भवन, 3 मंजिल, दक्षिण विंग, रेस कोर्स रोड, बंगलुरु - 560001

F No R-11013/349/2016-ROB/Vol-IV / 1603

Dt: 19TH December, 2016

To,

All Enrollment Agencies
KARNATAKA

Sir/Madam,

Sub: Penal action on Enrolment Agencies for incidents of Corruption.

It has been the endeavour of the UIDAI to ensure that the process of enrolment for Aadhaar is corruption free. Therefore, it is of highest importance that we adhere to and comply with all given legislations and regulations and all stake holders follow zero tolerance against corruption and fraud.

Of late, numerous complaints of corruption are being reported through various channels, thereby making it imperative on all concerned to take strong action against those responsible for these acts of corruption and fraud. To put an end to such acts and also ensure that the interests of the UIDAI and the resident are protected, Government of India, Meity, UIDAI, issued an Office Memorandum dated 23rd December, 2015, wherein the "Revised Methodology for Enforcing Process Guidelines and Data Quality" were laid down and prompt action was required to be taken by EAs/Registrars to file an FIR and initiate proceedings against erring operators.

Whenever instances of corruption are brought to the notice of RO Bangalore, immediate action is being taken to blacklist/suspend the concerned operator after preliminary enquiry and brought to the notice of the EA/Registrar for initiating proceeding and filing of FIR. However, no such action is being found initiated by the stake holders and there has been a resurgence of complaints of corruption against the enrolment operators,

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(Signature)

PD(UID)

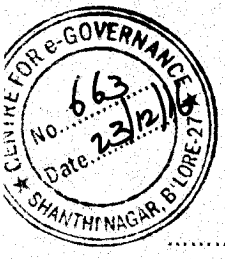
(Signature)

24/12

(Signature)

at N. Arjun


Inward No. 1114...
Date: 23/12/2016

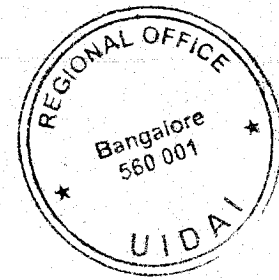


thereby defeating the very purpose for which the revised policy guidelines were formulated.

In view of the above, it has been decided by UIDAI HQ , vide OM No.4(4)/57/249/2014-E&U/ Vol.II dated 13/12/2016, to impose of fine of **Rs.10,000/- per incident of corruption** on the enrolment agency wef 13/12/2016. A copy of the OM is enclosed for information please.

Please acknowledge receipt.


महेशएम.हेरवट्टे/Mahesh M Hervatte
उपनिदेशक/Deputy Director



✓ Copy for information to:
Centre for e-Governance,
Government of Karnataka,
R. No. 146, 1st Floor, Gate No. 2,
M. S. Building, Bangalore 560 001.

No.4(4)/57/249/2014-E&U/Vol.II
Government of India
Ministry of Communications & IT,
Department of Electronics & Information Technology (DeitY)
Unique Identification Authority of India (UIDAI)

2nd Floor, Tower-1, Jeevan Bharti Building
Connaught Circus, New Delhi-110 001
Date: 13.12.2016

OFFICE MEMORANDUM

To

All the UIDAI Regional Offices

Sub: Inclusion of action on EAs on corruption cases in the revised methodology for enforcing process guidelines and data quality

Ref: 1. OM No. 4(4)/57/249/2014/E&U dated 20.08.2014 regarding revised methodology for enforcing process guidelines and data quality

2. OM No. 4(4)/57/19/QAP/2015-E&U-II(Vol.III) dated 23.12.2016 regarding revised methodology for enforcing process guidelines and data quality

As per the methodologies referred above, the review of the operator's performance based on soft skills (para 7.3) include charging money or promoting touts etc. On the basis of such reports, ROs have been taking requisite action i.e. blacklisting the operator, filing FIR etc. However, a number of complaints are still being received through various channels i.e. CRM, e-mails, telephones, letters etc regarding enrolment centre demanding money for enrolment or overcharging for other Aadhaar related services etc.

2. In view of above, it has been decided to impose a fine on EA for every such incident of corruption @ **Rs.10,000/- per incident of corruption**. The amount would be deducted by UIDAI from the monthly release of assistance to the Registrars. This deduction would be EA specific, that is to say recovery would not be made from the overall gross payment to the registrar in a particular month, instead, it would be made to the extent Aadhaar generation

by that EA in that month permits and balance recovery, if any, would be carried forward to next month.

3. The concerned RO, under whose jurisdiction the area where such incident has taken place falls, would investigate the case within 5 days of receipt of such complaints and take required action regarding blacklisting operator/filing FIR etc. The RO level reconciliation committee would then give its recommendations in its monthly report for further action by HQs regarding deduction from the payment. The performa for reporting such cases is attached.

4. The above would be effective from the date of issue of this OM.

5. This issues with the approval of CEO, UIDAI.



(Ashok Kumar)

Assistant Director General (E&U)

Copy to:

1. All the UIDAI Regional Offices
2. All the UIDAI Enrolment Agencies
3. Tech Centre, Bengaluru
4. Training Division, for upload on UIDAI website