

Registrar/ EA codes to WCD Departments of State/ UTs.

S. No.	WCD Dept of the States/UTs	Registrar codes	EA codes
1	A&N islands	826	0826
2	Andhra Pradesh	828	0828
3	Bihar	830	0830
4	Chandigarh	832	0832
5	Chhattisgarh	834	0834
6	Daman & Diu	836	0836
7	Goa	838	0838
8	Gujarat	840	0840
9	Haryana	842	0842
10	Himachal	844	0844
11	Jharkhand	846	0846
12	Karnataka	848	0848
13	Kerala	850	0850
14	Madhya Pradesh	852	0852
15	Maharashtra	854	0854
16	NCT of Delhi	856	0856
17	Puducherry	858	0858
18	Punjab	860	0860
19	Rajasthan	862	0862
20	Sikkim	864	0864
21	Telangana	866	0866
22	Tripura	868	0868
23	Uttar Pradesh	870	0870
24	Uttarakhand	872	0872
25	Tamil Nadu	989	0989
26	J&K	985	0985
27	W.Bengal	988	0988
28	Assam	991	0991
29	Odisha	992	0992
30	Manipur	993	0993
31	Meghalaya	994	0994
32	Nagaland	995	0995
33	Arunachal	996	0996
34	Mizoram	997	0997
35	D & N Haveli	998	0998
36	Lakshadweep	999	0999

Terms of appointment/engagement of registrar in accordance with Regulation 21 of Aadhaar (Enrolment and Update) Regulations, 2016 as amended from time to time.

The Unique Identification Authority of India (UIDAI) is a statutory authority established under Section 11 of the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 ("Aadhaar Act 2016") on 12th July, 2016 by the Government of India, under the Ministry of Electronics and Information Technology (MeitY). The Act provides 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 (called Aadhaar numbers) to such individuals and for matters connected therewith or incidental thereto.

2. The Registrar is fully aware and understands the provisions of the Aadhaar (Targeted Delivery of Financial and other Subsidies, Benefits and Services) Act, 2016 and the Regulations made thereunder and *inter alia* the obligations and responsibilities prescribed therein and further warrants that it shall at all times abide by the same. Terms and expressions used herein but not defined herein shall have the meanings assigned to those terms in the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and services) Act, 2016 and Regulations framed thereunder.

3. UIDAI appoint/engage Registrar in accordance with the Regulation 21 of Aadhaar (Enrolment and Update) Regulations, 2016 as amended from time to time. The terms of appointment/engagement of UIDAI Registrar shall be as stated herein below:

[A] The Registrar shall :

- a. Abide by the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and services) Act, 2016 and Regulations framed thereunder.
- b. Put in place an institutional mechanism to effectively oversee and monitor the implementation of the UID project.
- c. Engage Enrolment agency or itself act as an Enrolment agency for the implementation of the UID project; disengage and disassociate operators / supervisors who are suspended / blacklisted by UIDAI and initiate disciplinary action against their erring employee involved in enrolment and update etc. In the event the Registrar engages Enrolment Agency, the ultimate responsibility for the results of Aadhaar Enrolment / Update lies with the Registrar.
- d. Cooperate and collaborate with and provide all assistance and support to the Officers of the UIDAI and other staff members / consultants / advisors of the UIDAI, to review and oversee the effective implementation of the UID project.
- e. Provide liaison support to the staff and representatives of UIDAI when they visit the enrolment centres of the Registrar.

- f. Work with the UIDAI to resolve difficulties faced on the ground in the implementation of the UID project and follow the process set out by the UIDAI for resolution of grievances, difficulties and conflicts regarding matters concerning the UID project.
- g. Co-operate and collaborate with the UIDAI in conducting proof of concept (PoC) studies, pilots to test the working of the technology and process of enrolment into the UID database/ update of the resident data, whenever requested by UIDAI.
- h. Follow all the standards, protocols, processes laid down by the UIDAI to implement the UID project. Registrars shall ensure compliance of the standards, protocols, processes laid down by the UIDAI on a continuous basis.
- i. Follow the standards for data fields, data verification, data quality and biometric fields prescribed by the UIDAI.
- j. Follow the process for enrolment of residents / update of resident data; this shall include among other things the process for collection of biometric data prescribed by the UIDAI.
- k. Use the software developed by the UIDAI for the enrolment of people into the UID database for the issuance of the AADHAAR number or update of their data.
- l. Use only those enrolment / update devices and IT systems at all times, whose specifications have been approved by the UIDAI.
- m. Follow the processes and protocols prescribed by the UIDAI for document management and record keeping and maintenance.
- n. Follow the process and systems prescribed by the UIDAI for transmission of the data.
- o. Follow the confidentiality, privacy and security protocols prescribed by the UIDAI.
- p. Follow protocols prescribed by the UIDAI for spreading and communicating the message, content and intent of the UID project. Since the UID logo and brand name are properties of the UIDAI, the UIDAI will prescribe the manner and limits of the use of UIDAI logo, brand name, brand design and other communication and awareness materials.
- q. Allow the UIDAI to conduct periodic audit of the enrolment process and to visit and inspect the offices and records of the Registrar and any other place the UIDAI or its empowered agency may deem necessary for their purpose.
- r. Submit periodic reports of enrolment to the UIDAI in the form and manner prescribed by the UIDAI and provide information related to the UIDAI from time to time as requested by the UIDAI.
- s. Cease to use intellectual properties and return / delete all such intellectual properties of the UIDAI from its IT and other systems, immediately and confirm to UIDAI in writing.

[B] FEES

UIDAI will provide financial assistance to Registrar for every such enrolment which results in generation of a Unique Aadhaar number as well as for compulsory biometric enrolment / updates in the case of residents already enrolled when they cross 5 years and 15 years of age, as per rates duly approved by the UIDAI and as per procedures determined by UIDAI. UIDAI will not provide any financial support for any resident demographic & / or biometric update, other than the cases referred to above. In these cases Registrar would charge a fee as decided by UIDAI, from the resident for updating the demographic & / or Biometric data.

[C] INTELLECTUAL PROPERTY

- a. The Registrar is aware that "Aadhaar" is the intellectual property of UIDAI and the Registrar understands that any unauthorized reproduction of the same constitutes infringement and may be subject to penalties, both civil and criminal.
- b. The Registrar shall have a non-exclusive right to use the Aadhaar name and logo and to represent itself as an entity providing Aadhaar Enrolment and Update to resident(s), subject to the condition that all rights, title and interest, including intellectual property rights, in the Aadhaar name and logo shall vest, at all times with UIDAI.
- c. The Registrar shall use the Aadhaar name and logo, without any modification, in its promotional, educational and informational literature, till the time it ceases to be the Registrar of UIDAI.
- d. The Registrar shall not authorize any other entity or individual to use the Aadhaar name and logo, except with the prior written permission of UIDAI.
- e. The Registrar upon becoming aware of unauthorized use, copy, infringement or misuse of the Aadhaar name and/or logo, and any rights, title and interest therein, including intellectual property rights, it shall notify UIDAI about such unauthorized use forthwith. At the request of UIDAI, the Registrar shall take part in or give assistance in respect of any legal proceedings and execute any documents and do any things reasonably necessary to protect the rights, title and interest of UIDAI, including intellectual property rights, in respect of the Aadhaar name and logo.

[D] INDEMNITY AND LIMITATION OF LIABILITY

- a. The Registrar understands that the use of Aadhaar Enrolment and Update Service by the Registrar does not result in incurring of any liability by UIDAI whatsoever. The Registrar alone shall be responsible for the proper and judicious use of the Aadhaar Enrolment and Update Services. UIDAI shall not, in any case, be held responsible for damage and/or harm, direct or indirect, material or immaterial, or of any nature whatsoever, arising from any unavailability of the Aadhaar Enrolment and Update Services or its use by the Registrar.
- b. Without prejudice to generality of the above, the Registrar shall indemnify and keep UIDAI harmless and indemnified from and against all claims, liabilities, losses and incurred costs, fines, penalties, expenses, taxes, assessment, punitive damages, fees (including advocate's/attorney's fee),

liabilities (including any investigative, legal and other expenses incurred in connection with, and any amounts paid in settlement of, any pending or threatened legal action or proceeding), judgments, awards, assessments, obligations, damages, etc., which UIDAI may suffer or incur arising out of, or in connection with:

- i. any act, neglect, default or omission on the part of the Registrar, its subsidiaries or any person associated with the Registrar, including but not limited to liabilities arising from non compliance of applicable Standards and Regulations prescribed by UIDAI, from time to time, unauthorized use or disclosure of Confidential Information and failure to comply with data protection and storage requirements, as prescribed by UIDAI, from time to time;
 - ii. any breach by the Registrar of the terms and conditions or its appointment/engagement or its obligations;
 - iii. any breach by the Registrar of its obligations under any Law(s) or contract, etc;
 - iv. default or omission on the part of the Registrar to follow statutory Regulations, instructions and guidelines issued by UIDAI, the Government of India, and any other governmental authority.
 - v. any damage and/or harm, direct or indirect, material or immaterial, or of any nature whatsoever, arising from any unavailability of the Registrar or its use by the Registrar.
- c. In the event of a Third Party bringing a claim or action against UIDAI, as a consequence of the use of Aadhaar Enrolment and Update Services by the Registrar, the Registrar shall defend and / or to assist UIDAI in defending, at the Registrar cost, such claims or actions, either in a legal proceeding or otherwise and keep UIDAI indemnified and harmless, at all times, against all actions, claims, demands, costs, charges and expenses arising out of or incurred by reason of any infringement of intellectual property rights of any Third Party in connection with the use of the Aadhaar Enrolment and Update Services.

[E] CONFIDENTIALITY, DATA PROTECTION, SECURITY AND USE OF INFORMATION

- a. The Registrar and all its agencies shall treat all information, which is disclosed to it as a result of its operation, as Confidential Information, and shall keep the same confidential, maintain secrecy of all such information of confidential nature and shall not, at any time, divulge such or any part thereof to any third party except as may be compelled by any court or agency of competent jurisdiction, or as otherwise required by law, and shall also ensure that same is not disclosed to any person voluntarily, accidentally or by mistake.
- b. The Registrar shall undertake all measures, including security safeguards, to ensure that the information in the possession or control of the Registrar, is secured and protected against any loss or unauthorised access or use or unauthorised disclosure thereof, including all obligations relating to protection of information in the Aadhaar (Targeted Delivery of Financial and other Subsidies, Benefits and Services) Act, 2016.

- c. The Registrar understands and is aware that the UIDAI assumes no responsibility or liability for any action or inaction, use or misuse of the Confidential Information and other data in the control of the Registrar or its agencies.

[F] FINANCIAL DISINCENTIVES

- a. UIDAI without prejudice to any other action which it may take under the Act, for violation of any regulation, process, standard, guideline or order, by the Registrar or its Enrolment Agency, may immediately suspend the activities of the Registrar or its Enrolment Agency, and after holding due enquiry, it may take steps for imposition of financial disincentives on the Registrar or its Enrolment Agency and for cancellation of the credentials, codes and permissions issued to them pursuant to the Act or regulations framed thereunder.
- b. UIDAI shall have the right to suspend the services without any prior notice at any time. It shall have the right to subsequently cancel the appointment / engagement by giving fifteen (15) days notice without any protest or demur from the Registrar, in the event that the Registrar:
- i. fails to comply with the Regulations or the Standards or the decision and directions issued by UIDAI, from time to time, with regard to the interpretation and enforcement of the Standards;
 - ii. is in breach of its obligations mentioned in the terms of appointment/engagement;
 - iii. is in liquidation, or if a receiver has been appointed in respect of the Registrar or the Registrar becomes subject to any form of insolvency administration or files for voluntary liquidation.
- c. The Registrar shall have no right to compensation for cancellation of the appointment/ engagement as Registrar by UIDAI.
- d. Upon cancellation of appointment / engagement by UIDAI, the Registrar shall, forthwith, cease to use the Aadhaar name and logo for any purposes, and in any form, whatsoever.
- e. Registrar shall adhere or ensure adherence by its Enrolment Agency to the Methodology for Enforcing Process Guidelines & Data Quality issued by UIDAI.

[G] GRIEVANCE REDRESSAL

- a. The Registrar shall setup a grievance handling mechanism to receive and address the complaints from the residents with regard to Aadhaar Enrolment and Update services performed by it. It shall be the responsibility of the Registrar to ensure that a similar mechanism is setup by its agencies.
- b. The Registrar shall provide various channels to the residents to lodge their complaint such as phone, e-mail, web-portal, SMS, etc. Such information shall be displayed for residents at all touch points.

- c. UIDAI may require from the Registrar the details of any complaint and its redressal by the Registrar.
- d. The Registrar shall provide a periodic report of all the grievances handled by it in the format prescribed by UIDAI, from time to time.

[H] NOTICE PERIOD

The appointment/engagement of Registrar by UIDAI shall be terminable by either party by not less than one month notice in writing.

[I] DISPUTE RESOLUTION

In the event of a dispute including any question regarding its existence, validity or termination, the parties shall seek settlement of that dispute by mediation.

[J] GENERAL

Harmonious Construction

The terms of appointment / engagement of Registrar by UIDAI shall at all times be construed in harmony with the Aadhaar Act, 2016 and the regulations made thereunder. The terms and expressions used herein but not defined herein shall have the meanings assigned to those terms in the Aadhaar Act, 2016 and Regulations framed thereunder.

UIDAI Regional Offices and States/UTs under their jurisdiction

S. No.	ROs	States/UTs under jurisdiction	Address
1.	Hyderabad	Andaman & Nicobar, Andhra Pradesh, Chhattisgarh and Orissa	Unique Identification Authority of India, Regional Office, Hyderabad 5th Floor, Block III, My Home Hub, Madhapur, Hyderabad - 500 081 Phone : 23119269 Fax : 23116662
2.	Guwahati	Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Sikkim, Nagaland and Tripura	UIDAI Regional Office Block-V, First Floor, HOUSEFED Complex, Beltola-Basistha Road, Dispur, Guwahati - 781 006
3.	Ranchi	Bihar, Jharkhand, West Bengal,	UIDAI Regional Office 1st Floor, RIADA Central Office Building Namkum Industrial Area, Near STPI Lowadih, Ranchi - 834 010
4.	Chandigarh	Chandigarh, Haryana, Himachal Pradesh, Jammu and Kashmir and Punjab	UIDAI Regional Office SCO 139-141, 3rd and 4th Floor, Sector 17-C, Chandigarh-160017
5.	Bangalore	Karnataka, Kerala, Lakshadweep, Puducherry and Tamil Nadu	UIDAI Regional Office Khanija Bhavan, No. 49, 3rd Floor, South Wing Race Course Road, Bangalore - 01
6.	Delhi	Rajasthan, Madhya Pradesh, Delhi and Uttarakhand	UIDAI Regional Office Ground Floor, Pragati Maidan Metro Station, Pragati Maidan, New Delhi-110001
7.	Mumbai	Maharashtra, Goa, Gujarat, Dadar & Nagar Haveli and Daman & Diu	UIDAI Regional Office 7th Floor, MTNL Exchange Building, G.D. Somani Marg, Cuffe Parade, Mumbai - 400 005
8.	Lucknow	Uttar Pradesh	UIDAI Regional Office 03rd Floor, UP State Construction & Infrastructure Development Corporation Ltd. Building, TC-46/V, Vibhuti Khand, Gomti Nagar, Lucknow - 226 010

For more details, following link at UIDAI website may be referred:

<http://uidai.gov.in/regional-offices.html>