

CONNECTIVITY

Aadhaar Enrolment / Update Point

WHAT THIS INSTITUTION IS

An Aadhaar Enrolment or Update Centre is a Unique Identification Authority of India (UIDAI)-registered point where residents can get a new Aadhaar card or update their existing details — address, mobile number, biometrics, name, date of birth, or gender. These are run by UIDAI-empanelled agencies, often inside banks, post offices, or Common Service Centres. Aadhaar is a 12-digit unique identity number and the foundation of India's benefits architecture. Without a correct, working Aadhaar, a young person cannot access most government schemes, open a bank account, or receive Direct Benefit Transfer payments.

WHY THIS MATTERS TO YOU

If your Aadhaar has the wrong address, your biometric authentication keeps failing, or you have moved to a new town for work or studies, you need an update centre to fix it — otherwise your scholarship, wages, or scheme benefits will not reach you.

GOVERNANCE

LAW / POLICY	SCOPE
Aadhaar Act, 2016	Legal framework for Aadhaar issuance, authentication, and use
Aadhaar (Enrolment and Update) Regulations, 2016	Rules for enrolment centres, operators, fees, and processes
UIDAI Fee Revision Circular, October 2025	Current fee schedule for demographic and biometric updates
Supreme Court Judgment (K.S. Puttaswamy, 2018)	Upheld Aadhaar for government subsidies; restricted private mandatory use

- **Centre:** UIDAI (Ministry of Electronics and IT) → UIDAI Regional Offices (regional empanelment, audits, de-listing of non-compliant centres) → empanelled enrolment agencies → registered centres
- **District:** District Registrar, usually the District Collector — responsible for Aadhaar coverage in the district, approving agency deployment, and grievance escalation including fee-overcharging complaints
- **Operators:** UIDAI-certified operators at each centre capture biometrics and process updates
- **Funding:** UIDAI pays agencies per enrolment/update; new enrolment is free to the resident

KEY POSITIONS

POSITION	RESPONSIBILITY
Aadhaar Operator / Supervisor	Captures biometrics, processes updates, issues acknowledgment slips (must be UIDAI-certified)
Centre Manager	Handles appointments and queues (at agency-run centres)
Post Office / Bank staff	Assist with appointments and forms (at centres inside post offices or banks)



MANDATED SERVICES

- New enrolment: free of charge; captures fingerprints, iris, photo, and demographic details; issues a 12-digit Aadhaar number
- Biometric update (fingerprints, iris, photo): Rs 125; the Mandatory Biometric Update (MBU) is free for the first update done between ages 5-7 and for the first or second update done between ages 15-17, and free for the 7-15 age band till 30 September 2026. MBU must be a stand-alone transaction and cannot be clubbed with any other update
- Demographic update (name, address, date of birth, gender, mobile, email): Rs 75 if done separately; free if done at the same time as a biometric update
- Lifetime change limits apply: Name can be changed twice, Date of Birth and Gender once each. Address has no lifetime limit and can be updated online via the myAadhaar portal with a valid Proof of Address document
- Online update of Proof of Identity / Proof of Address documents via the myAadhaar portal is free till 14 June 2026; the same update done at an Aadhaar centre costs Rs 75
- A physical Aadhaar PVC card can be ordered online for Rs 75 (inclusive of GST and speed post delivery)
- Online self-service updates available at myaadhaar.uidai.gov.in for residents with a linked mobile number
- Appointments at Aadhaar Seva Kendras can be booked through bookappointment.uidai.gov.in

LINKED SCHEMES

- **PMJDY** – Aadhaar required for bank account linking and Direct Benefit Transfer (DBT)
- **VB-G RAM G** – Aadhaar-linked bank account required for wage payment
- **PDS** – Aadhaar authentication for subsidised ration delivery
- **PM-KISAN** – Aadhaar-linked account for Rs 6,000/year farmer family transfer
- **Scholarship schemes** – Aadhaar-linked account required for scholarship DBT

HOW TO LOCATE

Portal: bookappointment.uidai.gov.in – book an appointment at an Aadhaar Seva Kendra; select state and district for list of active enrolment/update centres

Also: An alternate locator is the ISRO Bhuvan portal at bhuvan-app3.nrsc.gov.in/aadhaar/, useful when the primary appointment portal is slow (UIDAI flags that location authenticity is still being validated). Many centres are inside post offices, bank branches, and CSCs; search "Aadhaar centre near [location]" on uidai.gov.in

KEY FACILITIES

A functioning Aadhaar centre should have: a computer with internet, biometric capture devices (fingerprint scanner, iris scanner, camera), a printer for acknowledgment slips, and a UIDAI-certified operator. The fee chart and operator certificate should be displayed visibly.



WHAT A FUNCTIONING AADHAAR CENTRE LOOKS LIKE

- The centre is operational during listed hours with equipment working
- Fee chart is displayed: new enrolment free, demographic update Rs 75, biometric update Rs 125
- An appointment can be obtained within a week
- The operator is UIDAI-certified with the certificate displayed
- Address updates are processed for people who have moved from another district
- People with biometric exceptions (missing fingers, etc.) are enrolled using the exception handling process

GRIEVANCE REDRESSAL

During service delivery. The first point of contact is the Aadhaar Operator / Supervisor. For fee overcharging (the most common complaint), request the printed fee chart; official fees are displayed by UIDAI mandate.

After service. Escalation is to the Centre Manager (at agency-run centres) or the hosting institution (post office / bank / Common Service Centre (CSC)). The District Registrar (District Collector) has authority to initiate action against non-compliant centres.

External. UIDAI operates a toll-free helpline at 1947 (available in 12 languages) and a grievance portal at uidai.gov.in. The resident.uidai.gov.in portal offers online status tracking. Centralised Public Grievance Redress and Monitoring System (CPGRAMS) (pgportal.gov.in) accepts MeitY-level complaints. For authentication-service issues (Aadhaar-linked DBT failures), the concerned scheme authority and UIDAI share jurisdiction. Biometric exception and identity-theft complaints have a specific UIDAI escalation path.

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