HQ 16022/2/2020-EU-II-HQ-Part(1)
Government of India
Ministry of Electronics & Information Technology (MeitY)
Unique Identification Authority of India (UIDAI)
(E&U Division)

UIDAI HQ, 7ᵗʰ Floor,
Bangla Sahib Road, Gole Market
Behind Kali Mandir, New Delhi-01
Date: 19.07.2021

Standard Operating Procedure (SOP) to be followed to update Date of Birth (DoB) under Exception Handling Process

1. In DoB exception handling process the resident has to furnish the below set of documents except for the cases when residents is updating DoB to fix a typo mistake by enrolment operator:

   a. Resident submits a DOB certificate issued by authorized authority (in the respective states) under The Registration of Births and Deaths Act, 1969 read with Registration of Birth and Death Rules 1999 /2000/2002 of respective states.

   In case resident's DoB is before the enforcement of Registration of Births and Deaths Act, 1969 (RBD Act 1969), the resident shall obtain DoB certificate issued from the authorized authority (in the respective states) under The Registration of Births and Deaths Act, 1969 read with Registration of Birth and Death Rules 1999 /2000/2002/other of respective states. Section 13 of RBD Act, 1969 (Delayed registration of births and deaths) may be referred.

   b. Residents shall submit a self declaration - stating that he /she is requesting for an update of DOB, even after availing the permitted chance i.e. once in life time chance for DOB updation. He/she also undertakes that, he is fully aware that no further updation in Aadhaar is possible hereafter. In case of Minor, the self declaration needs to be signed by the parent or legal guardian. (Annexure – II)

Guidelines for Exception Handling of DoB Update Change requests

2. URN corresponding to all the DoB related cases are to be shared with tech support for providing the reject reason or the same can be checked using RO advance search portal as the case may be.

3. Once reject reasons are known, URN with error code "PKT_RDEMO_DOB_VALIDATION_ATTEMPTS_LIMIT_EXCEED" and error code "PKT_RDEMO_DATA_QUALITY_REJECT" are to be separated and for all the remaining reject reasons, resident may be informed accordingly.

4. URN rejected with error code "PKT_RDEMO_DATA_QUALITY_REJECT" may be processed through SOP of UIDAI HQ for re-playing these packets and resident may be informed accordingly.

5. In all cases due diligence may be used by reviewing officials when recommending for replay.

6. All the URN with error code "PKT_RDEMO_DOB_VALIDATION_ATTEMPTS_LIMIT_EXCEEDS" & exception cases may be processed as below:

   i. Request/Complaint/URN received from the Residents shall be scrutinized by

RO official on various parameters as under:

a. Is it the 1st Update/change request or resident has already changed the DoB for two or more times.

b. Is the Current request to fix the typo error due to enrolment operator mistake

c. What were the previous documents submitted by the residents

d. What are the current documents submitted by the residents and are these same as previous documents or not

e. Any other details deemed necessary

ii. With the above information, the following cases may be recommended for replay if residents submits DOB certificate issued by authorized authority (in the respective states) under the Registration of Births and Deaths Act, 1969 and self declaration (In case of Minor, the self declaration needs to be signed by the legal guardian):

a. **Case 1**: When Resident has already updated his DoB two or more times (Check the previous URNs request on RO portal)

Previous Request in year 2015	DoB in Aadhaar : 3-Jul-1985	DoB Updated: 10-Jul-1987	DoB in Doc: 10-Jul-1987 Doc: Pancard
Previous Request in year 2019	DoB in Aadhaar: 10-Jul-1987	DoB to be Updated: 10-Jul-1990	DoB in Doc: 10-Jul-1990 Doc: DL
Current Request in year 2021	DoB in Aadhaar: 10-Jul-1990	DoB to be Updated: 10-Jul-1991	DoB in Doc: 10-Jul-1991 Doc: Voter ID

The DoB update counter is not maintained for the DoB requests performed before the notification of the DoB OM dt 24.09.2018.

b. **Case 2**: Where DOB is changed successfully in previous request and no typographical error occurred but now resident wants to change his DOB with same/other type of valid document.

Previous Request	DoB in Aadhaar : 3-Jul-1985	DoB Updated: 10-Jul-1987	DoB in Doc: 10-Jul-1987 Doc: Pancard
Current Request	DoB in Aadhaar: 10-Jul-1987	DoB to be Updated: 10-Jul-1990	DoB in Doc: 10-Jul-1990 Doc: DL/Pancard

c. **Case 3**: Where DoB is changed successfully in previous request and DOB issue is of typographical error but currently resident is not fixing typographical error:-

For ex:

Previous Request	Dob in Aadhaar : 3-Jul-1985	DoB updated: 10-Jul-1987	DoB in Doc: 10-Jul-1988
Current Request	Dob in Aadhaar: 10-Jul-1987	DoB to be Updated: 10-Jul-1990	DoB in Doc: 10-Jul-1990

d. **Case 4**: Where DoB is changed successfully in previous request and DOB issue is of typographical error and document is not available on RO Admin Portal and current document is different as of previous request

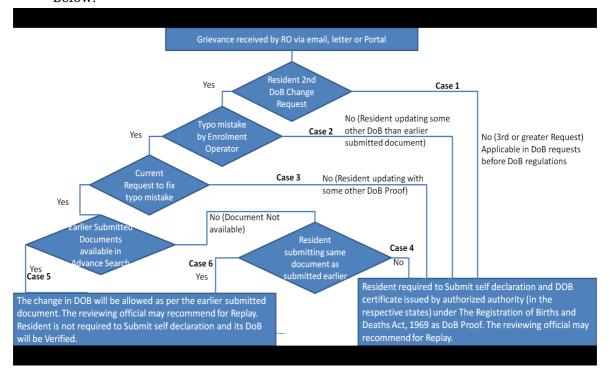| Previous Request	DoB in Aadhaar : 3-Jul-1985	DoB Updated: 10-Jul-1987	DoB in Doc: 10-Jul-1988 Doc: Pancard
Current Request	DoB in Aadhaar: 10-Jul-1987	DoB to be Updated: 10-Jul-1990	DoB in Doc: 10-Jul-1990 Doc: DL Previous Pancard not available

iii. With the information collected in para b, the following cases of typographical error by enrolment operator may be recommended for replay **without** the need of DOB certificate issued by authorized authority (in the respective states) under the Registration of Births and Deaths Act, 1969 and a self declaration. The resident shall submit the previously submitted document as DoB Proof:

a. *Case 5*: Where DoB is changed successfully in previous request and document is available on RO Admin portal and DOB issue is of typographical error.

Old Request	Dob in Aadhaar : 3-Jul-1985	DoB Updated: 10-Jul-1987	DoB in Doc: 10-Jul-1988 Doc: Pancard
Current Request	Dob in Aadhaar: 10-Jul-1987	DoB to be Updated: 10-Jul-1988	DoB in Doc: 10-Jul-1988 Doc: DL/Pancard Previous Doc available

b. *Case 6*: Where DoB is changed successfully in previous request and document is not available on RO Admin portal but resident is submitting same document as of previous request and DOB issue is of typographical

error.

Old Request	Dob in Aadhaar : 3-Jul-1985	DoB Updated: 10-Jul-1987	DoB in Doc: 10-Jul-1988 Doc: Pancard
Current Request	Dob in Aadhaar: 10-Jul-1987	DoB to be Updated: 10-Jul-1988	DoB in Doc: 10-Jul-1988 Doc: Pancard Previous Doc not available

7. A Flow diagram depicting the various cases and suggested actions for RO is given below:

8. Cases where the URN under review may not be considered for replay :

a. Where Invalid/Illegible/tampered document is uploaded in requested URN:- The reviewing official will mark it as "Rejected". The Section will communicate to resident regarding the same.

b. Cases where resident has already submitted the self declaration in the previous request and again requesting for DoB update.

9. If required, it shall be at discretion of the concerned officer to decide regarding inviting resident to RO on a given date to present their respective case or not.

10. RO shall maintain following records of DoB exception cases:

a. A consolidated list of DoB update cases along with their status and self declarations submitted by the residents & other documents shall be maintained at RO level.

S. No	Name of Applicant	EID /UID No.	DoB to be updated	Contact Details	Date of receipt of application	Mode SpeedPost/ eMail	Date of Decision	Reason for rejecting the application	Re:

b. RO shall also maintain the following data for each case as below:

S. No	Request No	Request Date	EID /UID No.	Name of Applicant	DoB on Aadhaar	DoB to be updated	Request Accepted or Rejected	Remarks
1	1st Request							
2	2nd Request							

11. Further, wherever required, ROs will translate the self *declaration* in to Vernacular languages.

Assistance for reading out the contents of the self Declaration by the staff (to whom the same is submitted) to the residents who are unable to read and write will also be provided at ROs level.

Reference:

i. The Registration of Births and Deaths Act, 1969
ii. Registration of Birth and Death Rules notified by respective states
iii. Judgment of the Lucknow Bench of Hon'ble High Court of Judicature at Allahabad.

(Prabhakaran C. R.)
Deputy Director (E & U–I)

To

1. All UIDAI Regional Offices
2. UIDAI Tech Centre

Copy to

1. OSD to CEO
2. PS to DDG (E&U)
3. ADG (CRM)
4. ADG (E&U-II)
5. ADG (E&U-I)
6. File.

RBD Act, 1969 – Relevant Sections

8. Persons required to register births and deaths –

(1) It shall be the duty of the persons specified below to give or cause to be given, either orally or in writing, according to the best of their knowledge and belief, within such time as may be prescribed, information to the Registrar of the several particulars required to be entered in the forms prescribed by the State Government under sub-section (1) of section 16,--

(a) in respect of births and deaths in a house, whether residential or non-residential, not being any place referred to in clauses (b) to (e), the head of the house or, in case more than one household live in the house, the head of the household, the head being the person, who is so recognized by the house or the household, and if he is not present in the house at any time during the period within which the birth or death has to be reported, the nearest relative of the head present in the house, and in the absence of any such person, the oldest adult male person present therein during the said period;

(b) in respect of births and deaths in a hospital, health center, maternity or nursing home or other like institution, the medical officer in charge or any person authorized by him in this behalf;

(c) in respect of births and deaths in a jail, the jailor in charge ;

(d) in respect of births and deaths in a choultry, chattram, hostel, dharmasala, boarding house, lodging house, tavern, barrack, toddy shop or place of public resort, the person in charge thereof ;

(e) in respect of any new-born child or dead body found deserted in a public place, the headman or other corresponding officer of the village in the case of a village and officer in charge of the local police station elsewhere: Provided that any person who finds such child or dead body, or in whose charge such child or dead body may be placed, shall notify such fact to the headman or officer aforesaid ;

(f) in any other place, such person as may be prescribed.

(2) Notwithstanding anything contained in sub-section (1), the State Government, having regard to the conditions obtaining in a registration division, may be order require that for such period as may be specified in the order, any person specified by the State Government by designation in this behalf, shall give or cause to be given information regarding births and deaths in a house referred to in clause (a) of sub-) section (1) instead of the persons specified in that clause.

13. Delayed registration of births and deaths.—

..... (3) Any birth or death which has not been registered within one year of its occurrence, shall be registered only on an order made by a Magistrate of the first class or a Presidency Magistrate after verifying the correctness of the birth or death and on payment of the prescribed fee.

(4) The provisions of this section shall without prejudice to any action that may be taken against a person for failure on his part to register any birth or death within the time specified therefor and any such birth or death may be registered during the pendency of any such action.'

__Self Declaration__

1. I, _____ S/D/W/o _____, resident of _____ holding Aadhaar No…………, do hereby solemnly affirm and declare as under:-

   i. That the deponent is the resident of the above said address.

ii. That the correct date of birth of the deponent is _____and the date of birth of the deponent is wrongly mentioned in the Aadhaar Card bearing Aadhaar No……………..as _____.

iii. That the deponent wants to get his /her date of birth updated in the Aadhaar Card as _____ instead of _____ even after utilizing the one time option for DoB update, for which the deponent is submitting……….. as document proof.

iv. That the date of Birth in the Aadhaar Card of the deponent was not correct earlier.

v. That the deponent further declares that no document in support of proof of birth was submitted by him at the time of Aadhaar Enrolment. However, if so submitted, the document submitted at the time of updation is not the same as the one submitted at the time of Aadhaar Enrolment.

2. Kindly select whichever are applicable (ü):

S. No	Parameter	Selection
(i)	Current DoB update request is the 1st request for DoB update	
(ii)	Current DoB update request is second (or greater) request for DoB	
(iii)	Date of birth mentioned in the Aadhaar Card at the time of Aadhaar Enrolment was declared/ approximate and was not verified	
(iv)	Date of birth mentioned in the Aadhaar Card at the time of Aadhaar Enrolment was Verified and was not declared/ approximate	

3. That the undersigned undertakes that if the document submitted in proof of date of birth is found to be fraudulent/false/forged/non-genuine, the corresponding Aadhaar number may be deactivated as per Rule 28 of the Aadhaar (Enrolment and Update) Regulations, 2018.

I hereby declare that all the information mentioned above is true to the best of my knowledge and belief. In case of any discrepancies if arises, the undersigned will be personally held responsible.

Date

of Resident.

Name & Signature

(Parent /Guardian in

case of Minor)