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#AskAadhaar Q&A public questions repository

UIDAI is hosting a Q&A at 6 pm on Sunday, 28th January 2018.

This document has been created with the sole intention of allowing the public at large to put in their questions and collate it. It will make it easy for us to keep a track of what questions UIDAI has and has not answered.

- *Feel free to copy questions you feel are relevant and tweet using #AskAadhaar. (If you're not on Twitter, all the more reason to add questions to this document so that people can share those.)*
- *Please try to keep questions short, pointed and also provide links to supporting evidence (wherever required).*
- *Don't worry about formatting, just ask!*

Note: 10 experts did an AMA on Reddit India on Thursday where people asked a bunch of questions. This document will contain select questions from there as well. The link for the AMA can be found [here](#).

Questions for UIDAI

- 1) Is Aadhaar proof of Age? Proof of Address? Proof of Date of Birth? What is it proof of about any individual's identity? Why does the UIDAI not clarify it does not verify anything and is not a proof for anything to all Govt officials who demand it as proof for everything?
- 2) [Airtel was found committing fraud](#) using fingerprints of hapless Aadhaar holders to open payment banks account. What action has UIDAI taken against erring employees & management of Airtel, other than [suspension of license](#)? Has an FIR been filed?
- 3) Have there been other instances past and present on the lines of the Airtel incident? What was the action taken in these cases?
- 4) Does the [UIDAI plan to include DNA](#) in the "biometric attributes" at some point in the future? If not, can the UIDAI explicitly state this and ask the Government to amend the Aadhaar Act and include the same?

- 5) What are some things the UIDAI can do to bake privacy more deeply into how Aadhaar works? What, in your opinion, are the major flaws in the Aadhaar Act and the major flaws in its implementation?
- 6) The Aadhaar website has a function which allows a user to check when their Aadhaar was used for authentication. Many have observed that there are “demographic” authentication entries in their logs, without their knowledge. What do these mean? Has the UIDAI removed the functionality at present? Why? Are demographic authentications still happening without the Aadhaar holder’s knowledge and/or consent?
- 7) Why is an individual per the Aadhaar Act [not allowed to file a complaint](#) in case their data is leaked? Why is it legitimate in a democracy for a body like the UIDAI to have so much power and no accountability to citizens whose data they collect?
- 8) The AADHAAR uses fingerprint authentication. You could say that the 12-digit number is the username and my fingerprint is the password. My question is, how sure UIDAI is about the fingerprint system? Anyone's fingerprints can be easily obtained, and they cannot change it. So if I get someone's AADHAAR number and their fingerprint, can I not practically spoof that person.
- 9) Why is there not even a bug reporting policy after spending \$3B on this project?
- 10) When tools like Gitlab.com allows free bug reporting for ever, why did not UIDAI even think about it?
- 11) Why did the UIDAI and it’s CEO kept putting out thoroughly discredited savings numbers again and again ([Link](#))?
- 12) Why did the CEO kept putting out the discredited WB report to buttress the case of Aadhaar when it only referred to transfers but not savings ([Link](#), [Link](#))?
- 13) Many security researchers like [fs0c131y](#) and [Troy Hunt](#) have recently found out several vulnerabilities with the mAdhaar app and the uidai website. In spite of all this, neither the website nor the app has been updated. Why is the organisation so ignorant of these critical issues?
- 14) Why are you living in denial about the misuse of Aadhaar to [commit fraud](#)?

- 15) Is it true that UIDAI does not have CISO (Chief Information Security Officer) and the entire contract was outsourced to HCL for 40 Lakhs an year and it took 3 days to locate the person when the Tribune story broke?
- 16) Authentication failure leads to denial of identity, denial of essential services and consequent harm to the individual (catastrophic or otherwise). How is this acceptable in any democratic system? How then, can aadhaar be made mandatory?
- 17) Can you guarantee 100% accuracy in authentication? If not, are you prepared to pay compensation for damages caused due to aadhaar?
- 18) Why is UIDAI giving all of our personal data for free to businesses? while they charge everyone else for authentication and make profit selling data. Are you not subsidising data brokers with public money while our poor go without food?
- 19) There is NO verification of documents or of address or any other information provided during enrollment. How do you ensure that the person applying for an aadhaar is not hijacking someone else's identity? (Saying that this person will now be stuck with the fake identity for life is meaningless, many people would love to hijack Mukesh Ambani's (for example) identity for life).
- 20) Is aadhaar voluntary?
- 21) Can the UIDAI please explain what exactly "informed consent" means? Actually, be nice if you also explained your meaning of the word "consent" itself. (Reference: "Aadhaar is legally backed by the Aadhaar Act, 2016, which covers privacy protection measures relating to informed consent, collection limitation, and use and purpose limitation and sharing restrictions." CEO UIDAI, Ajay Bhushan Pandey.)
- 22) Does Aadhaar authority have any restricting mechanism, either software or hardware, to prevent local copy of biometric & other details of citizen during enrollment or e-verification? Any technology measures to disable local copy via screengrab or other stealth programs? Or it is left to trustworthiness of enroller?
- 23) UIDAI states that it does not do user profiling. But can UIDAI state that no one else (governmental or non-governmental organisation) can do user profiling using the data generated in the database? UIDAI at this point maybe a harmless conduit but what measures are taken to ensure that database is not used by anyone for

any activity against the privacy of a person?

- 24) What are the remedies available when someone's identity is stolen?
- 25) What were the steps taken to ensure Aadhaar platform is as secure as you have claimed? Why its not open-sourced?
- 26) Why it chooses mongodb as it database infrastructure in which mongo is [funded by the CIA](#). Are the data is safe in our servers or in US CIA servers ??
- 27) Will UIDAI publish on their website the Aadhaar numbers of their senior officials and ministers in charge? UIDAI Chairman, CEO & Minister have made grandstanding of Aadhaar being secure and safe and mere leaking of Aadhaar number will not cause any harm.
- 28) Does Aadhaar store details of who all authenticated? Is it anonymous or I will know the entity. For example, like google dashboard, is it possible to see how many bank accounts / mobiles linked with my Aadhaar account FROM MY AADHAAR WEBSITE CENTRALLY.
- 29) How many security experts, from fields ranging from software to national, are being consulted currently to fill the obvious gaps and address the vulnerabilities in UIDAI? Can you mention a few prominent figures?
- 30) How many Members of Parliament have been assigned an Aadhaar number?
- a) How many ministers including the PM enrolled for Aadhaar?
 - b) How many judges of the Supreme Court been assigned an Aadhaar number?
 - c) How many persons in public office, or persons who are classified by banks as "politically exposed persons," have an Aadhaar number?
- 31) Is necessary to provide aadhaar id to landlords, employers, and for every other everyday reasons? Isn't it supposed to be a private id?
- 32) With virtual ids - How do you ensure that the linked database stores only the token and not the actual aadhar # ? Will all these linked databases be audited ?
- 33) Why are UIDAI employees, working for and promoting Aadhaar Bridge companies?

- 34) How can i change the mobile no in Aadhaar.? In my family all the UIDAI is registered with my fathers mobile. Every time we login UIDAI website we need his mobile to receive OTP.
- 35) Who prepared the Cost Benefit Analysis of Aadhaar? When?
- 36) What was the reason for blacklisting 49,000 enrollment agencies? If it was due to wrong enrollment or committing fraud, did the UIDAI make sure these agencies don't try to open up shop again in a different name?
- 37) Other than the biometric lock, is there any other way of protecting my aadhaar data so that it doesn't end up in the wrong hands? There any many complaints about locking their biometrics and are unable to unlock them. Have you fixed this function?
- 38) Uidai recently tweeted that people should not share the Aadhaar details with anyone. Can I quote you and not link my aadhaar with any of the services?
- 39) Does the introduction of the virtual ID prove that sharing of aadhaar number leads to security breaches?
- 40) Can we have a list of bugs fixed so far? Public would be happy to see some progress.
- 41) Recently there was a case where 13 people had the same fingerprints registered with the Aadhaar. How come the system allowed the registration of persons 2 to 13?
- 42) Is it possible that people who enrol for Aadhaar at a later stage will not be able to enroll successfully due to false positives?
- 43) How to change address after marriage in case husband/spouse does not have passport but has aadhaar /voter ID as proof of address.these are not included as proof of address in the list to be submitted or accepted.
- 44) Will UIDAI issue Aadhaar for homeless individuals(who live on streets) who does not have any proof of identity (address proof/birth certificate)? If yes what is the process?

- 45)kiun hamara enroll ment ka kam rok deya geya...? Jab pahela uplogone Id provide kiya tha tab kiun aisa nahi kaha. Manta hu aadhaar enrollment ka kam mai bohot Sarea operater corrupt hai. But sabhi nahi hai.
- 46)Dear @UIDAI @ceo_uidai, From where can I ascertain as to what all is linked to my #Aadhaar card?? Why am I not able to see such data online? I am the owner of my data hence I must have all access to my own data which is linked with aadhaar. Please make provisions for same.
- 47)All agencies that have access to the data need to be controlled by consent related laws when they give out information - only then will those agencies know what they can do with the data and what they cannot do with it. The law can catch up with them if they misuse it. For some actions they need to get the permission of the owner (e.g. if a telephone company sells the data to a corporate). Where are these consent laws?
- 48)Why is it that we don't see any consent request coming to us so far? Isn't it urgent to get these consent laws in place?
- 49)If a Resident is died, how and where the relatives can update the Date of Death and suspend/block Aadhaar number of such deceased resident?
- 50)If resident has locked his biometrics through online thereafter he lost his mobile also. How can he Apply for new mobile connection without his biometric authentication since he Cannot able to provide eKYC while his Biometrics are in locked status??
- 51)If a resident has lost his aadhaar number and further he could not able to retrieve his lost EID/UID both online as well as at Enrolment Centre. How can we find aadhaar number of Any resident only by affixing his Biometrics. This is for your information that I'm working at enrolment centre as EA Supervisor and we have tried all possible demographic combinations to retrieve lost UID/EID. But we could not find the Aadhaar Number. "No Match Found" message only repeatedly displayed. Better Option should have provided to Government enrolment centre to retrieve lost UID by simply affixing Biometric Confirmation alone.
- 52)Can I able to see who are all accessed by aadhaar data example. xxx bank, xxx gas agency, like that
- 53)Why Biometric verification I.e fingerprint is used in all places for aadhaar authentication. Why not OTP based Verification in bank for linking my Bank Account to aadhaar???

- 54) Aadhar update may take upto 90 days, so does it mean that people should have requested for update of mobile number in Aadhar by December 2017 only, for all the services that require updated mobile number in Aadhar by March 31, 2018. And what if the update gets rejected once or twice, would they be denied the service?
- 55) A Resident has updated his address at enrollment center. He downloaded eAadhaar too. But his Old Aadhaar card with his old address is still with him. If he submits the Old card somewhere as POA, it's problematic only. Any measure should be brought to practise to avoid residents from submitting old addresses at somewhere else.
- 56) If a wife divorced his husband and wants to delete his Ex.husband's name from her Aadhaar data. Divorce judgement order is not accepted as document at Stormy Daniels enrollment center. What's the procedure??
- 57) It is being emphasized by Government to submit eKYC at all Places. If a resident submitted eKYC at one mobile service provider and at that time his address is saved by Network provider. If that resident changes his Name, address and other demographic data thereafter and updated in his Aadhaar data, his new demographic data including address will not reflect in the data kept at Mobile service Provider. Only old address would be there at all places. Then how the data submitted through eKYC is accurate over period of time?.
- 58) If a resident has no finger print in his both hands as his finger prints were completely faded. In enrollment centre, only 0% score is shown even though several attempts we're made. For those kind of residents, aadhaar enrollment/Biometric updation could not be done by enrollment centers. Residents are being refused for enrollment. Also Biometric authentication couldn't be done by such residents in many places where OTP authentication is not Possible. What has to be done at Enrollment Center if Biometric score is 0%
- 59) Since OTP based authentications are made available through Mobile providers, the network providers can intentionally block mobile OTPs sent by UIDAI and misuse the OTP intervened by them. Since both lock and keys are in the hands of Network operators, Aadhaar data and amount in Bank Account is unsafe because of many such aspects.
- 60) In Aadhaar Enabled Payment System being made through mobile OTP, when a mobile phone number of resident linked with his Aadhaar and Bank Account number is lost or stolen by any person and that person who posses mobile number can do transactions with Bank Account and misuse the amount without Knowledge of resident. Therefore double authentication (PIN + OTP) should be made mandatory for all Aadhaar enabled authentications and no transaction should be permitted to be made by simply OTP based authentication anywhere.

- 61) What is the role of Indian citizens in a data rich world? Are you going to outsource this aadhaar platform as a service? To philippines and any other country interested? God bless India. Be alert.
- 62) Why the double speak and coerced consent? How to trust you to uphold constitutional values when money bill route is used to get act passed? The indian state is too valuable to be run as a startup. God bless India. Stay aware.
- 63) How and what to do if Indian Citizen possessing Aadhaar later on becoming NRI?. Whether his passport would be linked with Aadhaar to check real-time whether he is residing in India only or residing Abroad for long period of time.
- 64) Whenever I place my fingers for biometric authentication, my fingerprint data travels through multiple hops, from the fingerprint scanner(usually looks like a cheap Chinese product), the software which processes that image(some kind of SDK), the software which sits on the laptop, the OS running that software(usually Windows), the medium over which the data is transmitted and finally to the servers which handle the data and a database which stores my fingerprints. Please enlighten us on what efforts are taken at each step so that my fingerprint data is not poachable by external malicious software(which even an operator can run) which can be introduced in any phase during the transit.
- 65) How enrollment Operator know if any resident submits valid Indian POI, POA but conceals the fact that he has recently become NRI. What enrollment operator to do if resident Intentionally conceals the fact?
- 66) I've enrolled for Aadhaar more than 6 times at various enrollment centers in past one year. But all enrolments were shown as rejected due to technical reasons. Finally Aadhaar was generated in my seventh enrollment attempt. My friends and relatives too experienced the same "Enrolment rejected due to technical reasons". When Enrollment Centers we're enquired for reject reasons, they could not properly answer with reason. How a lay man can know the reasons for rejection of enrollment or updation??. Residents should be clearly informed for reject reasons with copy to Enrollment centers also. They should not be simply informed with filthy technical reasons. UIDAI should realise it's responsibility for providing clear and accurate proper reasons for rejection to the residents.
- 67) how to see my self aadhaar card seeding Details ? How to deactivate the services is not authorized by me like mobile connections etc?
- 68) Sir, it is not possible to get E-aadhaar if mobile number not registered. There is many more problems citizens facing like demographic, date of birth, Mobile number updation in aadhaar at village level as now your guidelines only District & Taluka level. Make to get Hobli/circle.

- 69) What is the purpose of capturing biometric information for sitting in exam, even when you already asking aadhaar.
- 70) Because 69 is a great number I want to ask, When Aadhaar system will be destroyed?
- 71) How can Nepalese Students studying in india can get Aadhaar card?? what document can be used as POI or POA as we doesn't required to carry Passport or visa for staying in india ??
- 72) Will need an Aadhaar card?
- 73) In Dehradun's New Tehsil Bldg you have appointed CSC & Netcom as your agents'. It has been established that Netcom has issued a card to a lady as w/o so & so with a forged marriage certificate and a forged electricity bill as address proof. The lady has used this card to open a bank account in UCO also sent registered letters in her own name to establish she lives in that palatial house to claim it's ownership and sell it. Your Grievance Cell says "Get an order from the District Magistrate or District Judge to retrieve a copy of forged documents. Then says "Your matter is resolved and case closed". Is this not a rude and irresponsible reply from an office of your stature? Will you answer this or say "Resolved Matter & File Closed?"
- 74) The US SSN is exactly what the Permanent Account Number (PAN) is in India. Because clean and transparent financial records of individuals is important for the future lenders / institutions of the country in order to avoid making a mistake by lending to compromised people, it directly leads to cleansing corruption in a nation. And this is the maximum goal and promise that we demand of our government, and not the minimum. So please tell us what would be UIDAI's alibi to continue on its current stand of making Aadhaar mandatory for getting every service in the country if it is instructed (by Judiciary or common public stand) in the future that the Aadhaar Project be subsumed into and reduced to only PAN issuance and authentication?