

Government of NCT of Delhi
DEPARTMENT OF INFORMATION TECHNOLOGY
9th Level, B-Wing, Delhi Secretariat, IP Estate, New Delhi-110002
F. No. E-13016/6/2024-Development-IT Department/1778-1857 Date: 03/03/2024

To,
All Addl. Chief Secretaries / Pr. Secretaries / Secretaries/ HODs,
Government of NCT of Delhi

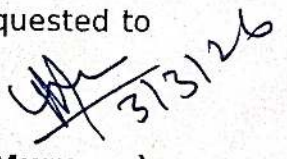
Subject: Request to review tenders floated for Aadhaar enrolment & update functions

Please refer to the DO Letter of CEO, UIDAI bearing DO. No. HQ-16033/1/2022-EU-1-HQ dated 04.02.2026 (copy enclosed).

2. UIDAI have mentioned through DO letter that State/UT Governments are integral ecosystem partners of UIDAI in providing Aadhaar enrolment and update services to the public through their departments/agencies functioning as Registrars and Enrolment Agencies (EAS).
3. Regulation 21(7) of the Aadhaar (Enrolment and Update) Regulations, 2016 explicitly bars Registrars/EAs from sub-contracting Aadhaar enrolment and update functions to third parties. However, the regulation permits hiring of field-level manpower, if required, subject to duly furnishing to UIDAI the details of the manpower-hiring agency through which such manpower is proposed to be engaged.
4. It has been observed that certain Registrars have floated tenders and entered into agreements with private agencies, effectively sub-contracting the Aadhaar enrolment and update functions entrusted to them. Examination of such arrangements has revealed that private agencies are being assigned responsibilities including setting up Aadhaar enrolment centres by providing operators, manpower, and infrastructure, with payments proposed to be made by Registrars on a per-transaction basis.
5. These arrangements are in clear violation of the aforementioned regulation. In several such cases, UIDAI has had to intervene and request the concerned departments to cancel the agreements, which has adversely impacted the provisioning of Aadhaar enrolment and update services to the public.



6. It is requested to ensure that tenders are framed strictly for hiring of manpower for providing Aadhaar services and are fully compliant with UIDAI regulations and guidelines. It is further requested that all such tenders may be subjected to vetting by the respective UIDAI Regional Offices prior to their publication.
7. In view of the above, all the Departments of GNCTD are requested to take further necessary actions.

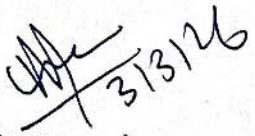

(K. Murugan)
Joint Director (IT)

Encl. As Above

F. No. E-13016/6/2024-Development- IT Department/¹⁷⁷⁸⁻¹⁸⁵⁷ Dated: 03/03/2026

Copy for information to:

1. Staff Officer to Chief Secretary, Delhi Secretariat, GNCTD
2. CEO, UIDAI
3. PS to Secretary (IT), GNCTD.
4. PS to Special Secretary (IT), GNCTD.
5. Website In-charge, for uploading on website.


(K. Murugan)
Joint Director (IT)



भुवनेश कुमार, भा.प्र.सो.
मुख्य कार्यकारी अधिकारी
Bhuvnesh Kumar, I.A.S.
Chief Executive Officer

भारत सरकार
Government of India
भारतीय विशिष्ट पहचान प्राधिकरण
Unique Identification Authority of India (UIDAI)
बंगला साहिब रोड, काली मंदिर के पीछे,
गोल मार्केट, नई दिल्ली-110 001
Bangla Sahib Road, Behind Kali Mandir,
Gole Market, New Delhi-110001

DO no. HQ-16033/1/2022-EU-I-HQ

Dated: 04 Feb 2026

Dear Sir/Madam,

State/UT Governments are integral ecosystem partners of UIDAI in providing Aadhaar enrolment and update services to the public through their departments/agencies functioning as Registrars and Enrolment Agencies (EAs).

2. Regulation 21(7) of the Aadhaar (Enrolment and Update) Regulations, 2016 explicitly bars Registrars/EAs from sub-contracting Aadhaar enrolment and update functions to third parties. However, the regulation permits hiring of field-level manpower, if required, subject to duly furnishing to UIDAI the details of the manpower-hiring agency through which such manpower is proposed to be engaged.

3. It has been observed that certain Registrars have floated tenders and entered into agreements with private agencies, effectively sub-contracting the Aadhaar enrolment and update functions entrusted to them. Examination of such arrangements has revealed that private agencies are being assigned responsibilities including setting up Aadhaar enrolment centres by providing operators, manpower, and infrastructure, with payments proposed to be made by Registrars on a per-transaction basis.

4. These arrangements are in clear violation of the aforementioned regulation. In several such cases, UIDAI has had to intervene and request the concerned departments to cancel the agreements, which has adversely impacted the provisioning of Aadhaar enrolment and update services to the public.

5. In view of the above, it is requested that suitable directions may be issued to the concerned departments to ensure that tenders are framed strictly for hiring of manpower for providing Aadhaar services and are fully compliant with UIDAI regulations and guidelines. It is further requested that all such tenders may be subjected to vetting by the respective UIDAI Regional Offices prior to their publication.

6. I would be grateful if UIDAI is kept informed of the action taken in this regard.

With regards.

Yours sincerely,

(Bhuvnesh Kumar)

To
Chief Secretaries of all States/UTs