

GOVERNMENT OF RAJASTHAN
Department of Information Technology & Communication

F No: F11(172)/DoIT/Project/13/Vol-4/UDB-142

Date : 01/04/2021

Order

Subject: Best practices for Aadhaar authentication- Implementation of Best Finger Detection (BFD), Dual Finger authentication and T-OTP service to increase authentication success rate and improve resident's experience during Aadhaar Authentication.

Ref: UIDAI Circular no. 9 of 2020 dated 27-11-2020

With reference to the above mentioned subject all the Sub-AUAs (Departments/Organizations registered with DoIT&C to use Aadhaar Authentication services) are hereby informed that UIDAI, Govt of India has directed to use Best practices for Aadhaar authentication which includes implementation of Best Finger Detection (BFD), Dual Finger authentication and T-OTP service to increase authentication success rate and improve resident's experience during Aadhaar Authentication.

Aadhaar authentication enables Sub-AUAs to verify beneficiaries and ensure targeted delivery of benefits and services. Residents can use the Aadhaar number to authenticate and establish their identity by performing authentication through various modes such as biometric (fingerprint and iris), OTP and demographic authentication.

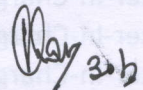
Therefore, all the Sub-AUAs registered with DoIT&C are hereby requested to implement Best Finger Detection (BFD), Dual Finger authentication and T-OTP service in their applications where Aadhaar authentication of resident is being carried out to deliver services within 1 month of issuance of this letter and submit compliance, so that same may be apprised to UIDAI, GoI. Guidelines for implementation of the same are enclosed with letter for reference.

For any kind of support, details of Technical support team are as follows:-

S.No.	Name of officer/official	Designation	Contact
1	Sh. Ranveer Singh	ACP (Dy. Director), UID Project	9784436635
2	Sh. Pankaj Jaldeep	Programmer	8058185187
3	Sh. Subhash Pannu	Project Manager, UID Project	9602663260

Support email: support.uid@rajasthan.gov.in, **IP Ext:** 21354

Enclosed: As above.


(Virendra Singh)
Commissioner & Special Secretary
DoIT&C, Jaipur

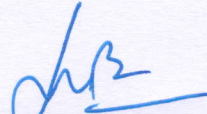
P.T.O.

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Copy to following for information and necessary action:

1. P.S. to Commissioner and Special Secretary, DoIT&C.
2. Director cum Joint Secretary, Directorate of Economic and Statistics, Planning Department, Yojna Bhawan, Jaipur (Rajasthan)
3. Additional Mission Director (NHM) & Joint Secretary, Department of Medical Health and Family Welfare, Swasthya Bhawan, Tilak Marg, C-scheme, Jaipur (Rajasthan) 302005
4. Drug Controller, Drug Control Organization, Directorate of Medical & Health services, Swasthya Bhawan, Tilak Marg, C-Scheme, Jaipur (Rajasthan)-302005
5. Senior Electrical Inspectorate, Electrical Inspectorate Department, F-55, Krishna Marg, Nandpuri, 22 Godam, Jaipur
6. Project Director, Rajasthan Grameen Ajeevika Vikas Parishad (Rajeevika), 3rd Floor, RFC-Block , Udyog Bhawan, Tilak Marg, C-Scheme, Jaipur (Rajasthan)
7. Managing Director, Rajasthan Knowledge Corporation Limited, 7A, Jhalana Institutional Area, Behind R.T.O, Jaipur – 302004
8. Deputy General Manager, Rajasthan Skill & Livelihoods Development Corporation, J-8-A, EMI CAMPUS, Jhalana Institutional Area, Jhalana Doongari, Jaipur(302004)
9. Additional Inspector General (Admin.), Registration & Stamps department, Panjiyan Bhawan, Lohagal-Janana Hospital Road (Sikar Road), Ajmer-305001
10. Additional Food Commissioner cum Director (Consumer Affairs), Food and Civil Supplies Department, Food Building, Govt. Secretariat, Jaipur (Rajasthan)
11. Settlement Commissioner cum CEO, Settlement Department, Rajasthan Bhu Abhilekh Adhunikikaran Society, Viman Bhawan, Gopalbari, Jaipur – 302001
12. Additional Director (Vigi. & Admin) and Joint Secretary, Social Justice and Empowerment Department, Ambedkar Bhawan G-3/1, Rajmahal Residency Area, Jaipur, Rajasthan 302005
13. Secretary, Jaipur Development Authority, Ram Kishor Vyas Bhawan, Indra Circle, Jawaharlal Nehru Marg, Jaipur-302004
14. Superintendent of Police, State Crime Records Bureau, Rajasthan Police Academy, Panipech, Nehru Nagar, Jaipur – 302016
15. Director, Directorate of Secondary Education, Samta Nagar, Bikaner, Rajasthan 334001
16. Registrar, Co-operative Societies, Rajasthan Co-operative Department, Nehru Sahkar Bhawan, Bhawani Singh Road, Jaipur
17. Managing Director, Rajasthan state co-operative bank Ltd., DC-1, LalKothi Shopping Center, Opposite Nehru Balodyan, Tonk Road, Jaipur-15
18. Commissioner, Agriculture Department, Pant Krishi Bhawan, Jaipur, Rajasthan
19. Officer-In-Charge, Emitra Project, DoIT&C HQ, Jaipur
20. Officer-In-Charge, Raj-SSO, DoIT&C HQ, Jaipur
21. Officer-In-Charge, Raj e-Vault, DoIT&C HQ, Jaipur
22. Officer-In-Charge, Recruitment Portal ,DoIT&C HQ, Jaipur
23. Officer-In-Charge, ePDS Project, DoIT&C HQ, Jaipur
24. Guard file.


(Ranveer Singh)
ACP (Dy. Director)
UID Project, DoIT&C

सं .- K-11020/44/2012- यूआईडीएआई (ऑथ- I)

भारत सरकार

इलेक्ट्रॉनिकी एवं सूचना प्रौद्योगिकी मंत्रालय

भारतीय विशिष्ट पहचान प्राधिकरण (यूआईडीएआई)

(ऑथेंटिकेशन डिवीज़न)

यूआईडीएआई मुख्यालय भवन, तीसरी मंजिल,
बंगला साहेब रोड, काली मंदिर के पीछे,
गोल मार्केट, नई दिल्ली- 110001
दिनांक: 27.11.2020

CIRCULAR No. 09 OF 2020

Subject: Best practices for fingerprint authentication- use of BFD and dual finger to increase authentication success rate and improve resident's experience.

Aadhaar provides effective and efficient authentication services to residents to authenticate anytime, anywhere. Aadhaar authentication enables implementing agencies including government, banks etc. to verify beneficiaries and ensure targeted delivery of benefits and services. Residents can use the Aadhaar number to authenticate and establish their identity by performing authentication through various modes such as biometric (fingerprint and iris), OTP and demographic authentication.

2. Fingerprint, iris and OTP modes of authentication have been effectively used by various requesting entities (REs) for service delivery to the residents with most of the beneficiaries able to authenticate using these modes of authentication.

3. However, it is observed that in case of fingerprint authentication, some operators of REs insist on use of thumb for the purpose of biometric authentication and in case of failure, multiple attempts are made only with thumb.

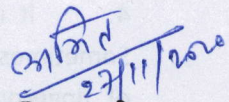
4. It is hereby clarified that any of the ten fingers can be used for fingerprint authentication. Sometimes, due to incorrect placement of finger on the device, worn-out fingerprints, quality of capture of fingerprint at the time of enrolment etc., authentication with a finger may not be successful. Therefore, it is advised that if the authentication is not successful with one finger, it may be attempted again with other fingers.

5. Requesting entities may follow the following best practices to increase authentication success rate and enhance resident's experience:

- i. Ensure the biometric device is placed on a plain, clean and stable surface.
- ii. Ensure that the finger used for authentication is clean and placed properly on the device.
- iii. If authentication fails with one finger, other fingers may be tried for authentication.

- iv. For applications requiring authentication at regular intervals (e.g. daily, weekly or monthly), resident's Best Finger Detection (BFD) may be performed to identify the best finger for authentication so that resident can authenticate in one attempt.
- v. Dual finger authentication (use of 2 different fingers) may be performed.
6. All REs applications must have BFD and dual finger detection provisions in their applications. Further, the reasons for failure of authentication as per UIDAI's error codes should be communicated to the resident through the application.
7. REs should conduct regular operator trainings with focus on best practices to be followed to improve authentication success rates. Operators must be trained on clearly understanding and explaining the reasons of failure from UIDAI's error code/RE Application response and suggesting remedial solutions to the residents. For instance, if UIDAI error code is 330, the application should indicate that the failure is due to locking of biometrics by the resident and that she should unlock her biometrics just before performing authentication (as the biometrics are temporarily unlocked for 10 minutes) or disable biometric lock by visiting UIDAI's website or using mAadhaar mobile application.
8. Operators must be specifically encouraged to use dual finger services; provide BFD services to the residents who fail in the first go and offer alternate mechanisms of authentication as iris authentication. Operators must also be encouraged to report devices that show frequent authentication failures. Operators who show better success rates may be encouraged and those who repeatedly perform poor may be retrained.
9. All REs are advised to analyze and monitor their authentication success rates for all modalities/devices and for operator performance on regular basis. Old, poorly performing and malfunctioning devices that cause more authentication failures should be weeded out from the system.
10. FAQs on 'Improving Auth Success Rates' available on uidai.gov.in may be referred to for details.

This issues with the approval of competent authority.


(अमित भार्गव)
उप निदेशक