

BIOMETRIC/AADHAAR(UID) Locking Facility by UIDAI

AePS transactions are biometric authentication based transaction in which UIDAI (Unique Identification Authority of India) is responsible for authentication of biometric data of residents and NPCI (National Payment Corporation of India) is responsible for processing the transactions between acquirer and issuer bank.

The fraud in AePS Transactions are basically done by either cloning biometric data of customer or customer giving biometric unknowingly to strangers in the name of KYC and monetary benefit from Govt. These types of cheating are basically done by BCAs using handheld devices.

To stop the biometric cloning of residents, UIDAI has made it mandatory for all banks which are live on AePS to go live on FIR (Finger Image Record) and FMR (Finger Miniature Record). Our Bank has already gone live on FIR and FMR since 31/07/2022 for AePS transactions.

To stop the fraudulent activities related to biometric authentication based transactions (AePS), customers can use Biometric locking or Aadhaar locking facility provided by UIDAI to avoid any monetary loss.

FAQ related to Biometric/Aadhaar (UID) locking facility provided by UIDAI:-

A) Aadhaar (UID) Locking/Unlocking FAQ

Q1. What is Aadhaar (UID) Lock & Unlock?

Ans: For a resident, security and privacy of personal data is always a primary concern. To strengthen the security of his/her Aadhaar number and to provide control to the resident, UIDAI provide a mechanism of locking and unlocking Aadhaar number (UID).

Resident can lock his or her Aadhaar (UID) via UIDAI website (www.myaadhaar.uidai.gov.in) or through mAadhaar app.

By doing this Resident cannot perform any sort of Authentication using UID, UID Token & VID for Biometrics, Demographic & OTP modality

If resident wants to unlock UID he/she can do so by using latest VID, through UIDAI website or mAadhaar app.

After unlocking Aadhaar (UID), resident can perform authentication using UID, UID Token & VID.

Q2. How can resident Lock UID?

Ans: For Locking UID, Resident should have 16 digit VID number and it's a pre-requisite for locking. If resident don't have VID can generate via SMS Service or UIDAI website (www.myaadhaar.uidai.gov.in).

SMS Service: GVID<space>last 4 or 8 digit of UID. SMS to 1947.

Ex- GVID 1234.

Resident may visit UIDAI website for locking Aadhaar:-

Website Link: <https://resident.uidai.gov.in/aadhaar-lockunlock>

- i) Under My Aadhaar tab, Click on Aadhaar Lock & Unlock services.

- ii) Select UID Lock Radio Button and enter UID Number, Full Name, and Pin Code as in latest details and enter Security code.
- iii) Click on Send OTP or select TOTP and click on submit.

Your UID will be locked successfully.

Q3. How can resident Unlock UID?

Ans: For Unlocking UID resident should have latest 16 digit VID and if resident forgot 16 digit VID he can retrieve latest VID through SMS services.

SMS Service: RVID Space last 4 or 8 digit of UID. SMS to 1947.

Ex- RVID 1234

Resident may visit UIDAI website for unlocking Aadhaar:-

Website Link: <https://resident.uidai.gov.in/aadhaar-lockunlock>

- i) Select Unlock radio button,
- ii) Enter Latest VID and security Code and click on send OTP or select TOTP and click on Submit.

Your UID will be unlocked successfully.

Resident may also use Aadhaar lock or unlock service through mAadhaar app

B) Biometric Locking/Unlocking FAQ

Q1. Who and when to lock Biometrics?

Ans: Aadhaar number holders who have registered mobile number may lock their biometrics. This facility aims to strengthen privacy and confidentiality of Resident's Biometrics Data

After locking biometrics if a UID is used for invoking any of the Authentication services using a biometric modality (Fingerprint/Iris/Face) a specific error code '330' indicating biometrics are locked will be displayed and the entity will not be able to perform the biometric authentication.

Q2. What is Biometric Locking?

Ans: Biometric Locking/Unlocking is a service that allows an Aadhaar holder to lock and temporarily unlock their biometrics. This facility aims to strengthen privacy and confidentiality of Resident's Biometrics Data.

Q3. What happens when Biometric is locked?

Ans: Locked Biometrics confirms that Aadhaar holder will not be able to use Biometrics (fingerprints/iris/Face) for authentication, it is a safety feature to stop any kind of biometric authentication.

It also ensures that any entity by any means cannot perform biometric based Aadhaar authentication for that Aadhaar holder.

Q4. What all Biometric data can be locked?

Ans: Fingerprint, Iris and Face as a biometric modality will be locked and after biometric locking, Aadhaar holder will not be able to perform the Aadhaar authentication using the above mentioned biometric modalities.

Q5. How to Unlock (locked) Biometrics?

Ans: Once resident enables Biometric Locking system their biometric remains locked till the Aadhaar Holder chose any below mentioned option: Unlock it (which is temporary) or Disable the Locking system

The biometric unlock can be done by resident either by visiting UIDAI website, enrolment centre, Aadhaar Seva Kendra(ASK), through m-Aadhaar.

Note: Registered Mobile Number is essential to avail this service.

In case your mobile number is not registered with Aadhaar visit the nearest Enrolment Centre/Mobile Update End Point.

C) Common FAQ related to locking/unlocking of Aadhaar/Biometric

Q1. What is Aadhaar SMS Service?

Ans: Unique Identification Authority of India (UIDAI) has introduced a service called "Aadhaar Services on SMS" which enables Aadhaar Number holders, who do not have access to internet/resident portal/m-Aadhaar etc. to use various Aadhaar services like Virtual ID generation/retrieval, Aadhaar lock/unlock etc. through SMS.

- Resident can avail Aadhaar Service by sending SMS from Registered Mobile to 1947.
- Resident can perform VID Generation/Retrieval, Lock/Unlock Aadhaar Number etc. by sending an SMS in the given format to 1947 from their registered mobile number.
- For More details on Virtual ID (VID) please visit: <https://uidai.gov.in/contact-support/have-any-question/284-faqs/aadhaar-online-services/virtual-id-vid.html>

Q2. Do I need to generate OTP for all Aadhaar SMS services?

Ans: OTP Authentication is must for Aadhaar Lock/unlock and Biometric Lock/unlock Function. You don't need OTP for VID Generation & Retrieval function.

- **To get OTP send SMS -> GETOTPLAST 4 or 8 DIGITs of Aadhaar Number**
Example - GETOTP 1234

Q3. How to Lock/Unlock Aadhaar Number with SMS service?

Ans: For Locking Aadhaar Number:

Send OTP request as -> GETOTP LAST 4 or 8 DIGITs of Aadhaar Number
Then send Locking Request as -> LOCKUID Last 4 or 8 DIGIT of Aadhaar Number 6 DIGIT OTP

You will get a confirmation message for your request.

Once it is locked you will not be able to perform any form of Authentication (Biometric, Demographic or OTP) using your Aadhaar Number. However, you can still use your latest Virtual ID for performing Authentication.

For Un-Locking Aadhaar Number you must have your latest Virtual ID:

Send OTP request with last 6 or 10 DIGITs of Virtual ID number as ->

GETOTPLAST 6 or 10 DIGITs Virtual ID

Then send Unlocking Request as -> UNLOCKUID LAST 6 or 10 DIGIT Virtual ID 6 DIGIT OTP

Q4. What is Virtual ID?

Ans: VID or Virtual ID is a temporary, revocable 16-digit random number mapped with your Aadhaar number.

Virtual ID can be used in lieu of Aadhaar number whenever authentication or e-KYC services are performed. Authentication may be performed using Virtual ID in a manner similar to using Aadhaar number. It is not possible to derive Aadhaar number from Virtual ID.