SOP for Aadhaar Authentication Consent Withdrawal

V 1.0

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Version Control – Reviews & Changes

Version	Changes	Created By	Approved By	Date
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1. Introduction

AUA/KUA (AUA/KUA) obtains Consent from its customers to perform identity authentication using Aadhaar number. As per the provisions of Aadhaar Act, The Aadhaar number holder may, at any time, revoke consent given to a KUA for storing his e-KYC data or for sharing it with third parties, and upon such revocation, the KUA shall delete the e-KYC data and cease any further sharing.

This SOP has been prepared to establish the workflow to facilitate requests from customers to withdraw their consent for Aadhaar authentication.

2. Procedural Steps

- Customer will raise the request by contacting the helpline number/email.
- Where the Customer visits AUA/KUA office, designated personnel shall assist the Customer to raise his/her request for Revocation of Aadhaar Consent through the website mentioned above. Office personnel shall be trained on consent withdrawal on assisted mode.
- Customer will fill the form online as per the attached format.

  Consent Withdrawal Form.docx

- Once the request is submitted by the customer, all the details filled in the form will be validated as applicable.
- Additionally, OTP will be sent to the registered email id or contact number of the customer. OTP will be verified and validated for the customer.
- Customer will be prompted to upload other alternate acceptable e-KYC documents.

  Annexure A Alternate acceptable KYC docum

- Alternate e-KYC documents will be validated and verified.
- After successful verification of alternate e-KYC documents, acknowledgement of request acceptance for Consent Revocation will be sent to the customer mentioning the TAT.
- Aadhaar e-KYC data shall be securely deleted for the request.

- Logs for the deletion of e-KYC data shall be retained as per AUA/KUA data retention policy.
- Acknowledgement of deletion of the e-KYC data will be communicated via email ID / contact number.

Annexure A:

Alternate acceptable KYC documents:

Features	Documents
• Proof of Identity	• Passport • PAN Card • Voter's Identity Card • Driving License • Letter from a recognized Public Authority (as defined under Section 2 (h) of the Right to Information Act, 2005) or Public Servant (as defined in Section 2(c) of the 'The Prevention of Corruption Act, 1988') verifying the identity and residence of the customer • Personal identification and certification of the employees of the insurer for identity of the prospective policyholder. • Letter issued by Unique Identification Authority of India containing details of name, address and Aadhar number • Job card issued by NREGA duly signed by an officer of the State Government
• Proof of Residence	• Telephone bill pertaining to any kind of telephone connection like, mobile, landline, wireless, etc. provided it is not older than six months from the date of insurance contract • Current Passbook with details of permanent/present residence address (updated upto the previous month) • Current statement of bank account with details of permanent/present residence address (as downloaded) • Letter from any recognized public authority • Electricity bill • Ration card • Valid lease agreement along with rent receipt, which is not more than three months old as a residence proof • Employer's certificate as a proof of residence (Certificates of employers who have in place systematic procedures for recruitment along with maintenance of mandatory records of its employees are generally reliable)

Consent Withdrawal Form

Name of the Requestee: ………
Account/Policy/User ID:……………………………………………………………………………………………………..
Phone Number: ……..
Email Address: ……….

I hereby agree to withdraw my consent given during the authentication process for applying, claiming, processing the insurance policy with AUA/KUA and for storing my e-KYC data as per the provisions of Aadhaar Act, 2016(as amended). I am aware that I must submit Alternate KYC Documents corresponding to avail the same services mentioned above before withdrawing the consent.
I do understand the requirements of submission of valid identity / authentication proofs for the purpose of policy purchase/processing/claim processing. I will cooperate with AUA/KUA to ensure that any alternative documents required along with alternative methods of authentication are submitted as per the regulatory requirements.

Signature: ………………………….
Date: ………………………………..