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NOTIFICATIONS BY GOVERNMENT

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DEPARTMENT OF REAL TIME GOVERNANCE

SUB-AUTHENTICATION USER AGENCY (SUB- AUA) / KYC USER AGENCY (SUB-KUA) SERVICES - PERFORMANCE OF AADHAAR AUTHENTICATION, ON VOLUNTARY BASIS UNDER SECTION 4(4)(b)(ii) OF THE AADHAAR ACT, 2016 FOR AUTHENTICATING THE USERS FOR REGISTERING GRIEVANCES IN ONLINE GRIEVANCE REDRESSAL SYSTEM BOTH MOBILE AND WEB APPLICATION.

[G.O.Ms.No.1, Real Time Governance, 4th May, 2026.]

NOTIFICATION

S.O. Order Number(G.O.Ms.No.1): Whereas, the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 (hereinafter referred to as the "Aadhaar Act") and the Aadhaar Authentication for Good Governance (Social Welfare, Innovation, Knowledge) Rules, 2020, as amended, provide for use of Aadhaar authentication for the purposes of good governance, prevention of leakage of public funds, promoting ease of living of residents and enabling better access to services for them;

And whereas, the Ministry of Electronics and Information Technology (MeitY), Government of India, has issued the Aadhaar Authentication for Good Governance (Social Welfare, Innovation, Knowledge) Amendment Rules, 2025, further facilitating such use of Aadhaar authentication;

And whereas, UIDAI Circular No. 4 of 2025 dated 18.03.2025 has prescribed a sample template and guidelines for notifications under the said Rules;

And whereas, Government of India, vide Office Memorandum F. No. 13(4)/2020-EG-II (Vol-II) dated 06.03.2025, has issued instructions regarding processing of proposals for Aadhaar authentication by entities under section 4(4)(b)(ii) of the Aadhaar Act;

And whereas, the Government of Andhra Pradesh has decided to enable Aadhaar-based authentication by the **Real Time Governance Society**, using the AUA/KUA facilities of **Real Time Governance Society** as State AUA/KUA agencies, for specified good-governance purposes related to delivery, monitoring and improvement of public services and welfare schemes, subject to safeguards on privacy, security and non-discrimination;

Now, therefore, in pursuance of rule 5 of the said rules read with sub-clause (11) of clause (b) of sub-section (4) of section 4 of the Act, the said Ministry/Department/Agency hereby notifies the following, namely:

- (a) The Ministry/Department/Agency, as provided in the Act, shall obtain the consent of the Aadhaar number holder for the purpose of authentication herein.
- (b) As per sub-rule (2) of rule 3 of the said rules, Aadhaar authentication is on voluntary basis the Ministry/Department/Agency shall inform to the Aadhaar number holder of alternate and viable means of identification and shall not deny any service to the Aadhaar number holder for refusing to, or being unable to, undergo Aadhaar authentication, namely:
 1. PAN cards
 2. Passports
 3. Voter ID cards
 4. Driving licenses
 5. Ration Card

Now, therefore, in exercise of the powers conferred by sub-rule (1) of rule 3 of the Aadhaar Authentication for Good Governance (Social Welfare, Innovation, Knowledge) Rules, 2020, the Government of Andhra Pradesh hereby issues the following notification.

1. Purposes for which Aadhaar authentication is permitted

1. Aadhaar number may be required and Aadhaar authentication may be used by the **Real Time Governance Society** for the following purposes, for the purposes prescribed under sub-rule (1) of rule 3 of the Aadhaar Authentication for Good Governance (Social Welfare, Innovation, Knowledge) Rules, 2020:
 - (a) Identification and verification of beneficiaries and residents for delivery, monitoring and grievance-redressal of welfare schemes and public services of Government of Andhra Pradesh that are integrated with the RTGS platform, for enhancing targeting accuracy, reducing duplication and preventing leakages of public funds;
 - (b) Real-time validation of the identity of residents for enabling seamless, secure and user-friendly access to electronic public services, dashboards and transactional systems hosted or orchestrated by RTGS, including but not limited to service request registration, tracking, benefit disbursement status, and grievance registration and resolution;
 - (c) Authentication of residents for secure access to RTGS enabled citizen interfaces, mobile applications, portals and feedback channels that support good governance, social welfare, innovation, knowledge dissemination and ease of living;
 - (d) Generation of aggregate, de-identified and anonymised analytics and dashboards for monitoring and improving the implementation of government schemes and services, where Aadhaar authentication is used only as an identity assurance mechanism and data is processed in accordance with applicable privacy and data-protection safeguards;

- (e) Any other specific good-governance purpose, consistent with the Aadhaar Act and these Rules, that may be approved by the competent authority and intimated to UIDAI in the manner prescribed.
2. Aadhaar authentication under this notification shall be used strictly for the above-mentioned purposes and in accordance with UIDAI Circular No. 4 of 2025 and all other applicable regulations, circulars, guidelines and directions issued by UIDAI from time to time.

2. Legal basis under the Aadhaar Act, 2016

3. The Aadhaar authentication under this notification is permitted:
- (a) under **section 4(4)(b)(ii)** of the Aadhaar Act, read with the Aadhaar Authentication for Good Governance (Social Welfare, Innovation, Knowledge) Rules, 2020, as amended; and
- (b) where applicable, under **section 7** of the Aadhaar Act, in respect of such subsidies, benefits or services for which a notification under section 7 has been, or may be, separately issued by the competent Department of the Government of Andhra Pradesh.
4. Where authentication is carried out under section 7, the concerned administrative Department shall ensure that a valid section-7 notification exists and that this notification is read in conjunction with such section-7 notification.

3. Use of RTGS as State AUA/KUA and Sub-AUA/Sub-KUA model

5. Aadhaar authentication under this notification shall be carried out only through licensed **Aadhaar User Agency (AUA) / KYC User Agency (KUA)** arrangements approved by UIDAI. For this purpose:
- (a) **Real Time Governance Society** shall function as one of the **State-level AUA/KUA agencies** for Government of Andhra Pradesh;
- (b) RTGS shall use its own AUA/KUA license or, where applicable, as per the approvals of UIDAI.
6. For schemes and services where another Department is the administrative owner and RTGS provides the digital platform and Aadhaar authentication as a shared service:
- (a) such Department/organisation shall be onboarded as **Sub-AUA/Sub-KUA** under RTGS, as the case may be;
- (b) the Department/organisation shall submit the prescribed Sub-AUA/Sub-KUA application and execute a Joint Undertaking with RTGS in the formats prescribed by UIDAI;
- (c) separate Sub-AUA/Sub-KUA codes and license keys or equivalent integration credentials shall be issued for each onboarded Department/organisation, which shall not be shared further with any other entity.

7. All Departments/organisations of Government of Andhra Pradesh seeking to use Aadhaar authentication for good-governance purposes under section 4(4)(b)(ii) or for section-7 schemes integrated on RTGS shall route their Aadhaar authentication requirements through the AUA/KUA facilities of RTGS and shall not independently establish or use any other AUA/KUA infrastructure without prior approval of the Government of Andhra Pradesh.

4. Preconditions and technical safeguards

8. Before using Aadhaar authentication under this notification, the following conditions shall be fulfilled:
 - (a) The concerned scheme/service shall be duly covered by a notification under section 7 and/or section 4(4)(b)(ii) of the Aadhaar Act, as applicable;
 - (b) **Consent** of the resident shall be obtained and managed strictly in accordance with the Aadhaar Act, the Aadhaar (Authentication and Offline Verification) Regulations, UIDAI's Model Privacy Policy and Circular No. 4 of 2025, including clear purpose specification and retention controls;
 - (c) RTGS shall maintain Aadhaar Data Vaults with **HSM-based key management**, where any permitted storage of Aadhaar numbers shall take place; all other RTGS and departmental databases shall store only reference keys/tokens and not plain Aadhaar numbers, in line with UIDAI's guidelines on Aadhaar Data Vaults;
 - (d) Adequate IT infrastructure, including secure network connectivity, application security controls, logging and monitoring, shall be in place at the AUA/KUA and Sub-AUA/Sub-KUA levels to meet UIDAI requirements;
 - (e) RTGS shall design its consent and data-sharing framework so that, against each Aadhaar, the consents given by the resident and the Departments to whom data may be shared are clearly recorded and honoured.

5. Consent, privacy and no-denial safeguards

9. Aadhaar authentication shall be carried out only with the **informed and voluntary consent** of the Aadhaar number holder, obtained through appropriate digital or physical means, and records of such consent shall be securely maintained.
10. Nothing contained in this notification shall be construed as making the furnishing of Aadhaar number or undergoing Aadhaar authentication mandatory in cases where such requirement is not permissible under:
 - (a) the Aadhaar Act, 2016 and the rules and regulations made thereunder; or
 - (b) any judgment or order of a court of competent jurisdiction.
11. In all such cases, RTGS and the concerned Departments/organisations shall provide **viable and non-discriminatory alternate means of identification** for enabling eligible individuals to avail the relevant subsidies, benefits or services.

6. Responsibility, audit and compliance

12. RTGS, as AUA/KUA and, where relevant, as Sub-AUA/Sub-KUA, shall be responsible for ensuring that Aadhaar authentication is used only for the purposes authorised under this notification and that all applicable provisions of:
- The Aadhaar Act, 2016;
 - The Aadhaar Authentication for Good Governance (Social Welfare, Innovation, Knowledge) Rules, 2020, as amended;
 - The Aadhaar (Authentication and Offline Verification) Regulations, 2021; and
 - UIDAI's circulars, guidelines and directions are complied with.
13. Each Department/organisation whose schemes/services are onboarded on RTGS and for which Aadhaar authentication is used shall, notwithstanding use of common AUA/KUA infrastructure, be **individually responsible and liable for its own acts and omissions**, including any violation of Aadhaar-related provisions, on the lines of para 7 of the Government of Andhra Pradesh order regarding use of AUA/KUA licenses.
14. RTGS shall undergo periodic information systems and security audits by auditors meeting UIDAI's criteria, and shall implement all required corrective and preventive actions. They shall also ensure that all Sub-AUA/Sub-KUA-related audits and undertakings prescribed by UIDAI are completed before and during operations.
15. The **Chief Executive Officer**, Real Time Governance Society shall be nodal person for the AUA/KUA onboarding and shall take further necessary action accordingly.

This notification shall come into force on the date of its publication in the Andhra Pradesh Gazette.

BHASKAR KATAMNENI,
Secretary to Government .

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