

P-13013/95/2023-UDID/IT/STATISTICS(Part1)
Government of India
Ministry of Social Justice & Empowerment
Department of Empowerment of Persons with Disabilities (Divyangjan)

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SOP: e-KYC Process for PwD Applicant on UDID Portal

☐ **Step 1: Login to UDID Portal**

The PwD applicant shall first log in to the UDID portal using their **Enrolment Number / UDID Number** and **Date of Birth (DOB)**.

☐ **Step 2: Navigate to “Update E-KYC”**

After successful login, the applicant shall navigate to the **“Update E-KYC”** module available on the left-side dashboard menu.

☐ **Step 3: Aadhaar Number Display / Entry**

On the *Update E-KYC* screen:

- If the Aadhaar Number is already available, it will be displayed automatically.
- If the Aadhaar Number is not available, the applicant must manually enter their valid Aadhaar Number.

The applicant must also tick the checkbox authorizing UIDAI to share their Aadhaar details for e-KYC purposes.

☐ **Step 4: Generate OTP**

The applicant shall then click on the **“Generate OTP”** button.

☐ **Step 5: OTP Delivery**

The OTP will be sent to the **mobile number registered with Aadhaar**.

☐ **Step 6: Enter and Verify OTP**

The applicant must:

- Enter the 6-digit OTP received on their Aadhaar-linked mobile number.
- Click on the **“Verify OTP”** button to proceed.



☐ **Step 7: Successful e-KYC Verification**

Once the OTP is verified and all conditions are satisfied, the system will display a confirmation message indicating that:

☐ **“Successfully Verified – Aadhaar e-KYC is done.”**

This confirms that the e-KYC process is complete.

☐ **Final Outcome**

After successful completion of e-KYC:

- The applicant's details are updated as per Aadhaar.
- The applicant may proceed to download their updated UDID card or disability certificate, if applicable.

☐ **Note:**

- Ensure that the Aadhaar number entered is correct and active.
- The mobile number registered with Aadhaar must be functional to receive OTP.
- Without OTP verification, the e-KYC process cannot be completed.



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