

# India Post's Aadhaar updation centres – Enabling inclusive access to digital ID

Aadhaar, India's nationwide biometric digital ID system, has become one of the largest and most important enablers of inclusive service delivery in the world. Each Aadhaar number is linked to an individual's photograph, fingerprints, and iris scan, enabling secure access to a range of public and private services – from accessing subsidies and government benefits to opening bank accounts or mobile SIM registration. With over 1.3 billion Indians enrolled, keeping Aadhaar records up to date is essential to ensure continued access to these critical services. Recognizing this, the Government of India has adopted a multi-channel approach to Aadhaar enrolment and record maintenance, offering both online self-service options and in-person Aadhaar updation centres across the country.

India Post plays a central role in this strategy through its network of post office Aadhaar updation centres. These centres are part of the wider Aadhaar updation centre ecosystem that includes banks, BSNL (India Telecom Corporation Ltd.), and state government offices. The extensive rural reach of post offices, thanks to India Post's universal service obligation, uniquely positions the postal network to serve remote and underserved populations. Citizens visiting these centres can enrol for Aadhaar for the first time or update key details such as their photograph, address, phone number, or biometric data – essential for maintaining accurate records and ensuring ongoing eligibility for government services.

The service is provided either for free or at minimal cost, making it accessible for low-income populations. Trained postal staff provide guidance and support in person, ensuring that even individuals with limited digital skills or internet access can maintain their Aadhaar records with dignity. India Post's Aadhaar centres are a powerful example of how national postal networks can be integrated into digital public infrastructure to ensure that no one is left behind in a digitalizing society.



Sources: (Das, 2022; India Post, n.d.; Marathe, 2024; Unique Identification Authority of India, n.d.)