

CCS-51/4/2024-CCS&RB-DOP
Government of India
Ministry of Communication
Department of Posts
(CCS & RB Division)

Dak Bhawan, Sansad Marg
New Delhi-110001
Dated:31.07.2026

To

All HoCs

Subject: Regarding Online Aadhaar Payment Facility through APT Booking Solution at Post Office Aadhaar Centres.

Sir/Madam,

This is regarding implementation of the Online Aadhaar Payment Facility through the APT Booking Solution at Post Office Aadhaar Centres.

2. The Online Aadhaar Payment module has been successfully deployed in the production environment by CEPT. In this regard, all Circles are hereby requested to issue necessary instructions to all Post Office Aadhaar Centres under their jurisdiction to utilize the Online Aadhaar Payment facility available in the APT Booking Solution for Aadhaar enrolment and update services, wherever applicable.

3. Circles are requested to ensure that:

(i) The online payment option available in the APT Booking Solution is utilized for Aadhaar transactions.

(ii) Counter officials are made aware of the functionality and its usage.

(iii) Customers are encouraged to make digital payments through the online payment facility available in the APT Booking Solution.

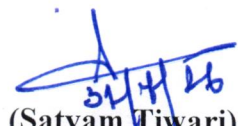
(iv) Any technical issue encountered during the use of the facility may be reported to CEPT through the prescribed channel for timely resolution.

4. A User Manual on Online Aadhaar Payment through the APT Booking Solution is enclosed for guidance and necessary action. All concerned officials may be advised to familiarize themselves with the procedure before using the facility.

5. This is for your information and necessary action please.

This issues with the approval of competent authority.

Encl.: User Manual – Online Aadhaar Payment


(Satyam Tiwari)
Deputy General Manager (CCS)



**Collection of Fees for Aadhaar Generation
and Mandatory Biometric Update (MBU)**
Booking to Payment Workflow



OPERATIONAL GUIDE

For

SOP for Collection of Fees for Aadhaar

**Generation and Mandatory Biometric Update (MBU)
Services**

(Counter Booking Procedure)



INDEX

Table of Contents

1. Introduction	3
2. Procedure for Aadhaar / MBU Fee Collection	3
2.1 Vendor System Transaction Completion	3
2.2 Booking in APT – Retail Services → Aadhaar Services	3
2.3 Selecting the Aadhaar Service	4
2.4 Entering Customer Details	4
2.5 Submitting to Cart	5
2.6 Reviewing / Deleting Cart Items	5
2.7 Payment Processing	6
2.8 Report Verification in CounterOps	6
2.9 Submit Accounts	7

SOP Version 1.0 Dated 06.07.2026

DISCLAIMER

The operational procedure provided in this SOP is just an illustration for the user for using the APT software solution in an effective manner. If the reader has any doubt in the Department ruling and guidelines, he/she should refer to the respective manuals and volumes only. This SOP should not be cited as Rulings.



1. Introduction

This SOP describes the procedure for collection of fees for Aadhaar generation and Mandatory Biometric Update (MBU) services at Post Office counters. The transaction is initiated in the vendor system and completed through the Retail Services module in APT 2.0, ensuring accurate tariff capture, card-based payment collection, and consistent reporting and accounting.

2. Procedure for Aadhaar / MBU Fee Collection

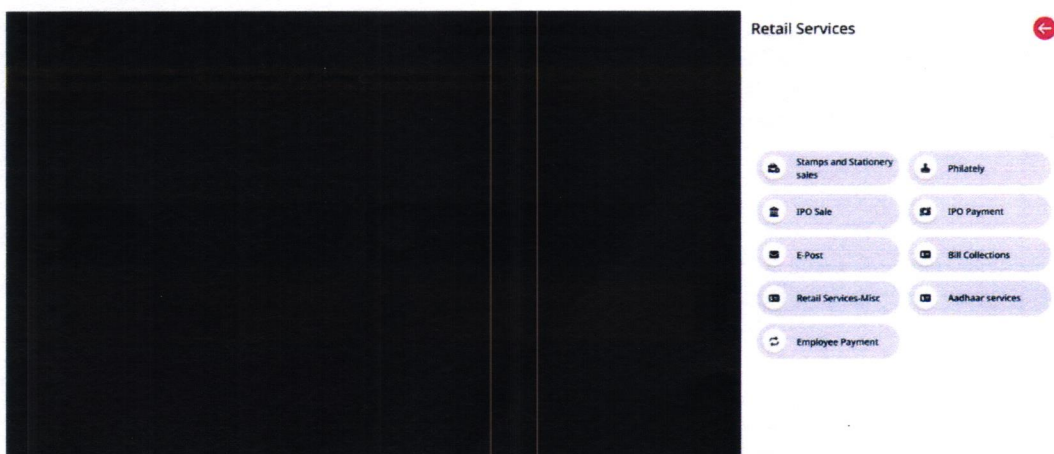
Counter Operators shall follow the steps below to collect fees for Aadhaar generation and Mandatory Biometric Update (MBU) services and record the transaction in APT 2.0.

2.1 Vendor System Transaction Completion

- The Operator first completes the transaction in the vendor system (UIDAI-authorised Aadhaar enrolment/update application).
- The vendor system generates a reference ID for the transaction, which is required for booking in APT.

2.2 Booking in APT – Retail Services → Aadhaar Services

For collection of payment and updation in APT, the user should perform the transaction in the Booking module under Retail Services. The option in the booking screen is Retail Services → Aadhaar Services.



Retail Services – Aadhaar Services option in the booking screen

2.3 Selecting the Aadhaar Service

Step 1: Click on the Aadhaar Services menu. The system will open the screen with the available services for selection.

SOP for Collection of Fees for Aadhaar Generation / MBU
Booking to Payment Workflow

Department of Posts
Ministry of Communications, Government of India

Home Accounts Bag Management Bank Module BCP Solutions Booking Solution Others

Error loading news: HTTP error status: 500

Favourites (Ctrl+F)
Home > Retail services

Counter Number: 1 | Shift Number: 1

Retail services

Booking Reference ID: 2966011503072602007

Select the retail service type:

Select Retail service

- Aadhaar Generation of residents in 0-5 age group (ECMP/ UC or CEL Client enrolment)
- Aadhaar Generation of residents more than 5 years age
- Mandatory Biometric Update (5 to 7 years and 15 to 17 years)
- Mandatory Biometric Update (7 to 15 years & more than 17 years)
- Other Biometric Update (with or without Demographic Update)
- Demographic update (update of one or more fields) in online mode or at Aadhaar Enrolment Centre using ECMP/ UC/ CELC
- PoA/Pol Document Update at Aadhaar Enrolment Centre
- PoA/Pol Document Update through SSUP (myAadhaar) Portal
- Aadhaar Search using eKYC/ Find Aadhaar (any other tool & colour printout on A4 Sheet)

Available Aadhaar services for selection

Step 2: Click the required Aadhaar service. The system will open the application form with preconfigured tariff data as shown below.

Department of Posts
Ministry of Communications, Government of India

Home Accounts Bag Management Bank Module BCP Solutions Booking Solution Others

Error loading news: HTTP error status: 500

Favourites (Ctrl+F)
Home > Retail services

Counter Number: 1 | Shift Number: 1

Retail services

Booking Reference ID: 2966011503072602007

Select the retail service type:

Name *

Mobile Number *

Reference ID *

Tariff Details

Description	Amount
Base Amount	Rs. 105
Service Charge	Rs. 0
CGST	Rs. 10
SGST	Rs. 10
Net Amount	Rs. 125

Application form with preconfigured tariff data



SOP for Collection of Fees for Aadhaar Generation / MBU

Booking to Payment Workflow



2.4 Entering Customer Details

Step 3: Enter all required fields – name of the customer, mobile number, and the reference ID generated by the vendor system.

The screenshot shows the 'Retail services' form in the Department of Posts portal. The form includes a booking reference ID, a dropdown for retail service type (selected as 'Mandatory Biometric Update (7 to 15 years & more)'), and input fields for Name, Mobile Number, and Reference ID. The Name field contains 'TEST USER', the Mobile Number field contains '9123456789', and the Reference ID field contains '1234567890'. There are 'Submit', 'Reset', and 'Cancel' buttons. To the right, a 'Tariff Details' table is visible.

Description	Amount
Base Amount	Rs. 106
Service Charge	Rs. 0
CGST	Rs. 10
SGST	Rs. 10
Net Amount	Rs. 126

Entering customer name, mobile number and vendor reference ID

2.5 Submitting to Cart

Step 4: After entering all the fields, submit the transaction. The transaction will be added to the cart.

The screenshot shows the 'Retail services' form after submission. The 'View Cart(1)' button is now visible, indicating the transaction has been added to the cart. The 'Payment (Rs. 126)' button is also present. The form fields remain the same as in the previous step.

Transaction added to cart

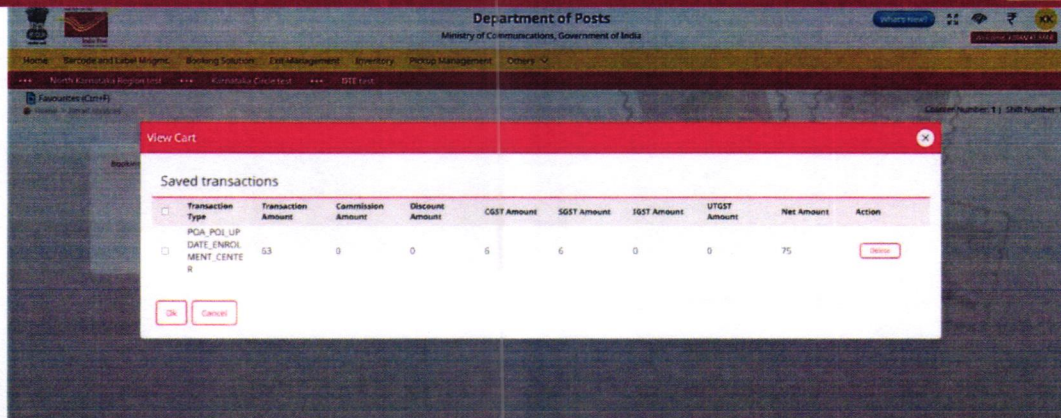
2.6 Reviewing / Deleting Cart Items

Step 5: The data submitted by the user can be viewed by clicking View Cart. If needed, a transaction can be deleted from the cart at this stage.



SOP for Collection of Fees for Aadhaar Generation / MBU

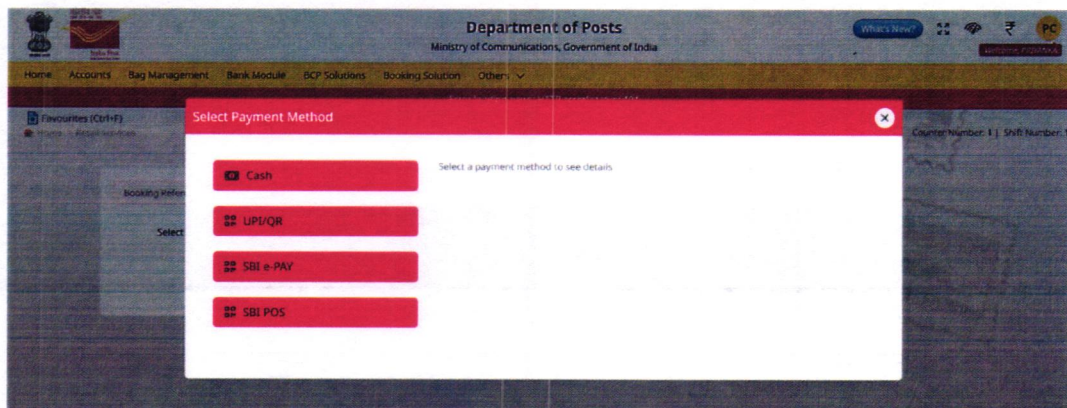
Booking to Payment Workflow



Reviewing cart – view or delete transactions

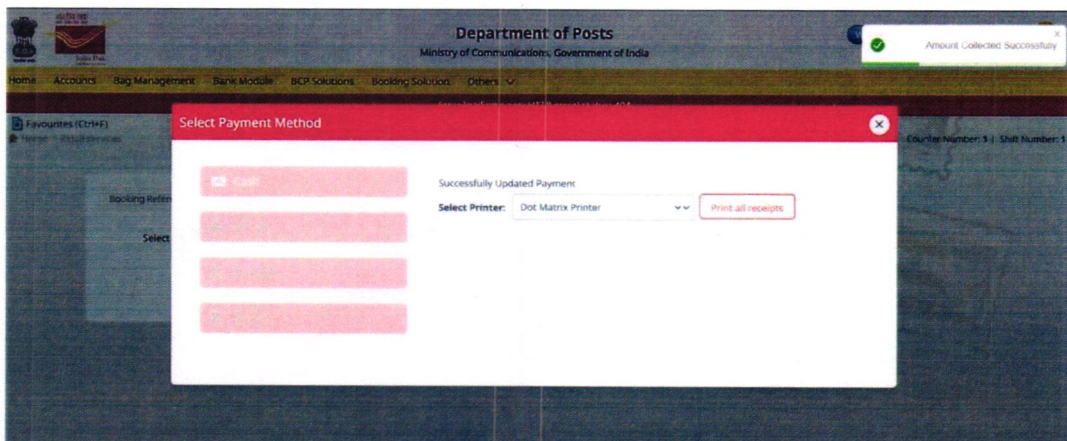
2.7 Payment Processing

Step 6: Proceed for payment by clicking the Payment button. The system will display the available payment options.



Payment options screen

Select the payment method and proceed with updation of payment, followed by print generation of the receipt.



Payment updation and receipt print generation

2.8 Report Verification in CounterOps

Step 7: Once the transaction is completed, the same can be viewed in the Report page in CounterOps.

☐ Consolidated Report

☒ Detailed Report

☐ Consolidated Receipt/Forms

Print Labels

From: 03-07-2026

To: 03-07-2026

User: [Dropdown]

Category: Retail Services

Product type/Biller: POA_POI_UPDATE_VIA_SSUP

Fetch

Note: Maximum time gap for reports related to MAIL BOOKING is restricted for 7 days between from date and to date.
The fields which are required for the report can be selected below.

☒ amount_collected

☒ md_shift_no

☒ biller_name

☒ payment_mode_code

☒ cgst

☒ reference_id

☒ collection_id

☒ sgst

☒ md_counter_no

☒ md_created_by

Report Data										
SL.No	Amount Collected	Biller Name	Cgst	Collection Id	Md Counter No	Md Created By	Md Shift No	Payment Mode Code	Reference Id	Sgst
1	75	POA_POI_UPDATE_VIA_SSUP	6	1360885128642560	1		1	CA		6

EXPORT TO PDF option is recommended to be used for number of records up to 1000 only.

Export to PDF

Export to Excel

Close Report

Reset

Cancel

Transaction visible in the CounterOps report page



2.9 Submit Accounts

Step 8: Once all transactions are completed, users can generate Submit Accounts to verify the transaction data flow for the day.

☐ **STRICT CONTROL (Compliance)**

- ☐ Do not proceed to payment without verifying the reference ID generated by the vendor system.
- ☐ Do not skip the View Cart verification step before payment.
- ☐ Day-End operations, including accounting and cash transfer, shall be completed as per standard procedures.