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 comepetent authority.

Encl.: User Manual – Online Aadhaar Payment

31/7/26
(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

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, cart-based payment collection, and consistent reporting and accounting.

2. Procedure for Aadhaar / MBU Fee Collection

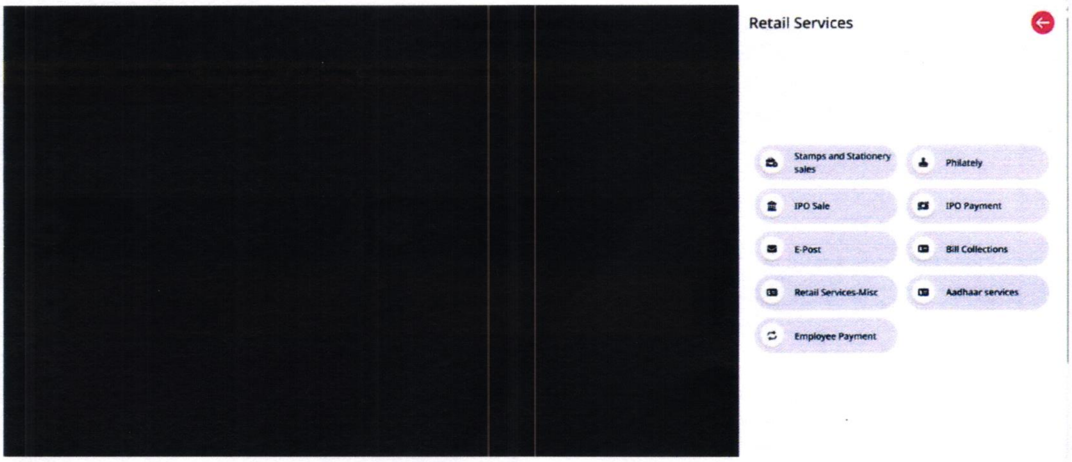
Counter Operators shall follow the steps below to collect fees for Aadhaar generation and Mandatory Biometric Update (MBU) services and record the transaction in APT 2.0.

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

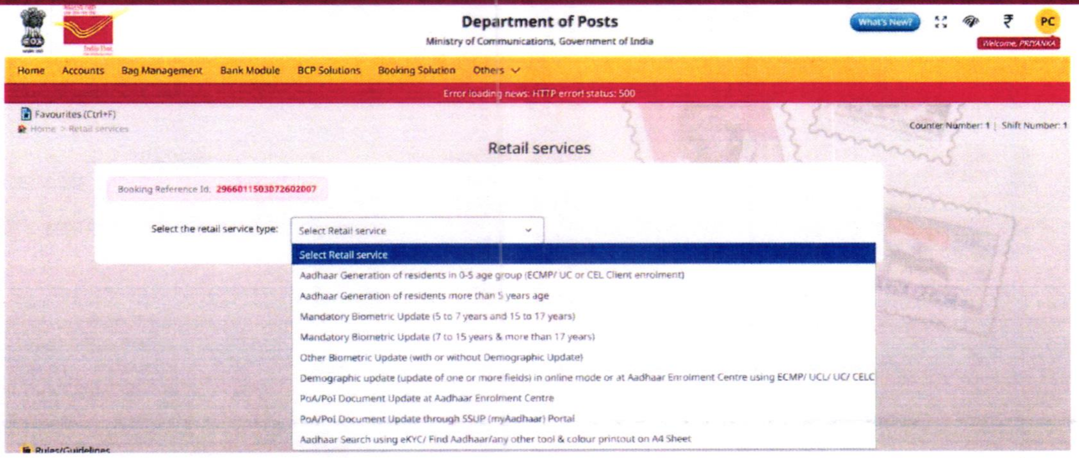
For collection of payment and updation in APT, the user should perform the transaction in the Booking module under Retail Services. The option in the booking screen is Retail Services → Aadhaar Services.



Retail Services – Aadhaar Services option in the booking screen

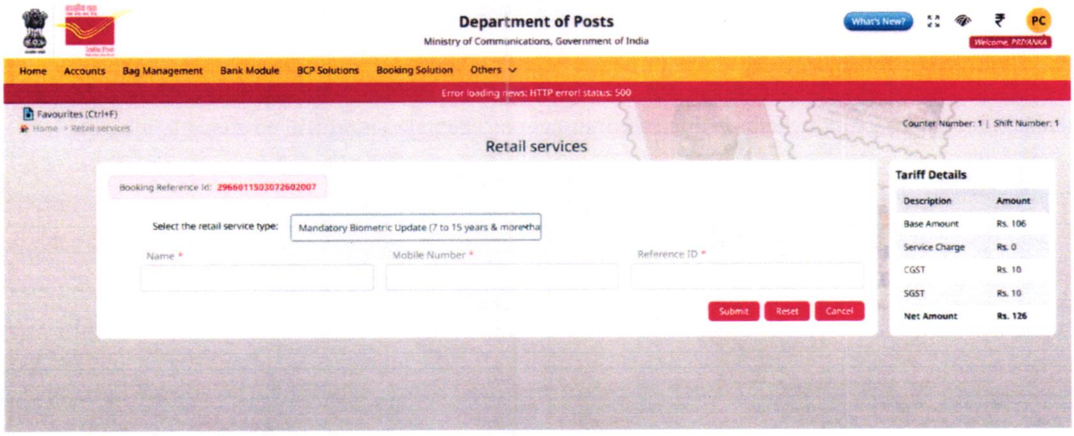
2.3 Selecting the Aadhaar Service

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



Available Aadhaar services for selection

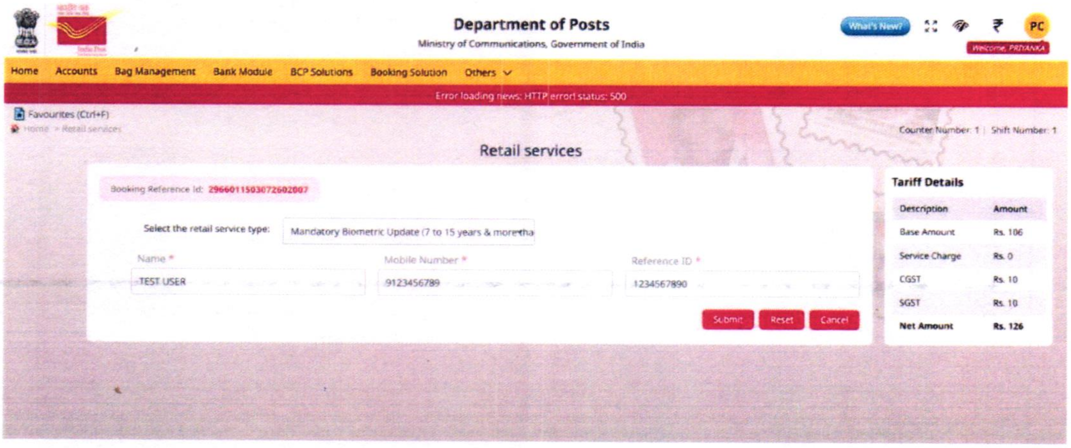
Step 2: Click the required Aadhaar service. The system will open the application form with preconfigured tariff data as shown below.



Application form with preconfigured tariff data

2.4 Entering Customer Details

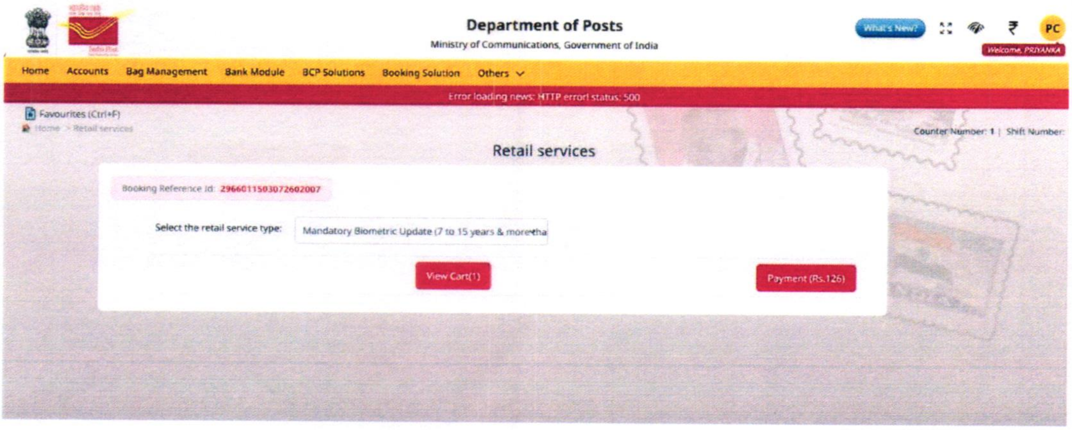
Step 3: Enter all required fields – name of the customer, mobile number, and the reference ID generated by the vendor system.



Entering customer name, mobile number and vendor reference ID

2.5 Submitting to Cart

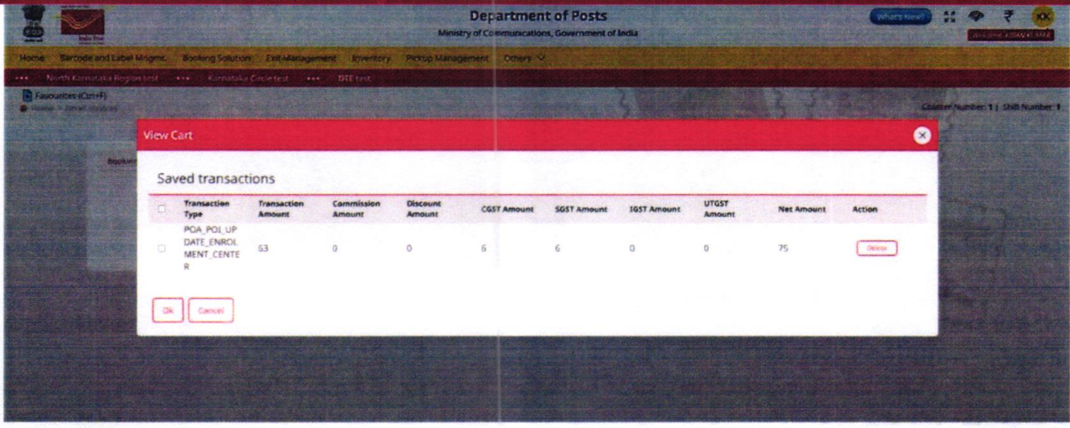
Step 4: After entering all the fields, submit the transaction. The transaction will be added to the cart.



Transaction added to cart

2.6 Reviewing / Deleting Cart Items

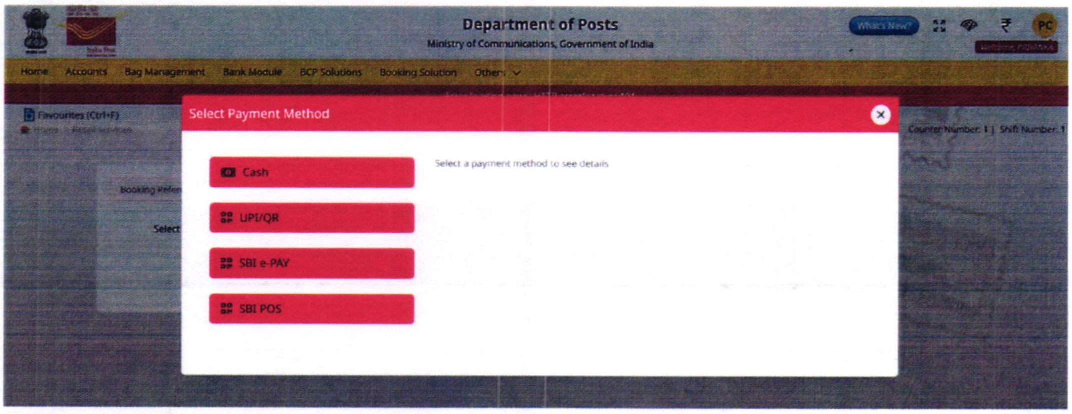
Step 5: The data submitted by the user can be viewed by clicking View Cart. If needed, a transaction can be deleted from the cart at this stage.



Reviewing cart – view or delete transactions

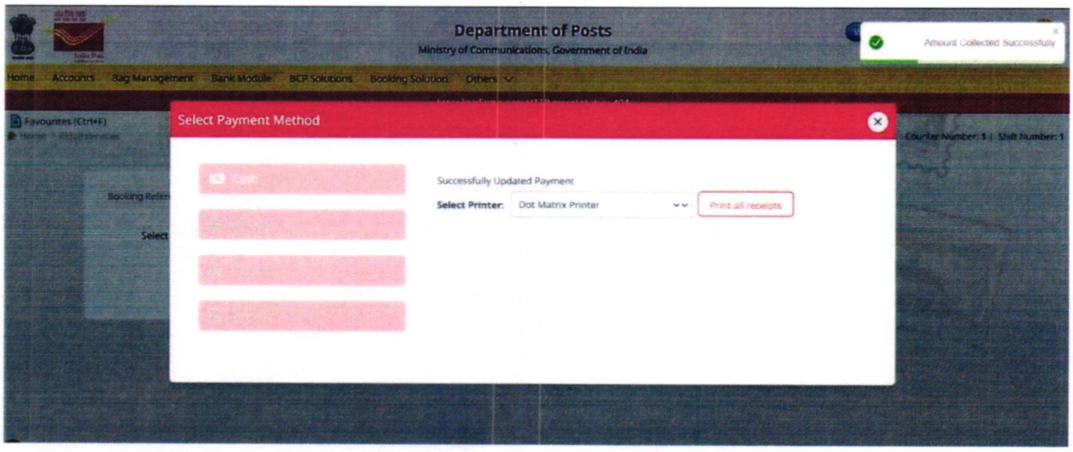
2.7 Payment Processing

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



Payment options screen

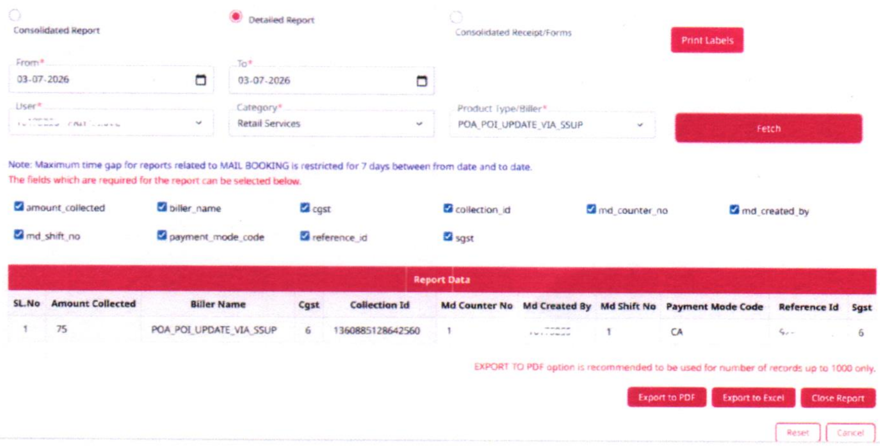
Select the payment method and proceed with updation of payment, followed by print generation of the receipt.



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.



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.