SCHEDULE II

[see regulations 10(2) and 19(4)]

List of Acceptable Documents for Enrolment and Update

List of Documents that may be presented to evidence Proof of Identity, Address, Relationship or Date of Birth for Enrolment for Aadhaar Number of Individual up to Five Years of Age

 \checkmark means allowed and X means not allowed.

Enrolment Type I: Head of the Family (HoF) based enrolment

Sl. No.	List of documents (see note below this tabular statement)	Proof of Relationship (POR)document,containing name of child and name of Head of Family (HoF)	Proof of Date of Birth (PDB)document, containing name and Date of Birth
1.	Birth certificate issued by Authorised Authority (in the	V	✓
	respective States) under the Registration of Births and Deaths		
	Act, 1969, read with the rules made thereunder		
2.	Valid Indian Passport (only applicable for NRIs)	V	V
3.	Document to prove legal guardianship	✓	X

Enrolment Type II: Document based Enrolment

Sl. No.	List of documents (see note below this tabular statement)	Proof of Identity (POI) document, containing name and photograph	Proof of Address (POA) document,containing name and address in India			
4.	Certificate issued on UIDAI Standard Certificate format by Superintendent/ Warden/ Matron/ Head of Institution of recognised shelter homes or orphanages (only for children of the shelter home or orphanage concerned)	>	,			
Documents applicable for holders of Overseas Citizen of India (OCI) card holder nationals of Nepal and Bhutan and other						

	Documents applicable for notices of Overseas Chizen of India (OCI) card notices, mationals of Neparanta and other						
for	foreign nationals seeking enrolment						
5.	Valid OCI card, along with valid foreign passport, for	✓	<i>X</i> *				
	individual who have stayed in India for 182 days or more in the						
	immediately preceding 12 months						
6.	Valid Long Term Visa (LTV) document, along with foreign	✓	<i>X</i> *				
	passport (valid or expired), of the country of origin, issued to						
	minorities communities of Afghanistan, Bangladesh and						
	Pakistan (Hindus, Sikhs, Buddhists, Jains, Parsis and Christians)						
7.	Valid visa, along with valid foreign passport issued, to other	✓	<i>X</i> *				
	foreign nationals who have stayed in India for 182 days or more						
	in the immediately preceding 12 months						
8.	Passport of Nepal/Bhutan for nationals of Nepal/Bhutan. In case	✓	<i>X</i> *				
	passport is not available, both of the following documents to be						
	submitted:						
	(a) Valid Nepalese/ Bhutanese Citizenship Certificate						
	(b) Limited validity Photo Identity Certificate issued by						
	Nepalese Mission / Royal Bhutanese Mission in India for						
	stay of more than 182 days						

^{*} Proof of Address documents as in the list of acceptable supporting documents for Aadhaar enrolment (above fiveyears) will be applicable. Note: Any document listed in the above tabular statement shall be acceptable only if it meets the following conditions, namely:—

- (a) It is currently valid (unless otherwise expressly provided for above);
- (b) The person in respect of whom such document is issued is entitled for the same;
- (c) If the information contained in the document is publicly displayed or otherwise accessible to UIDAI online or is verifiable offline through digital means made available by the authority issuing the same, such information is verified if such means are used; and
- (d) The authority issuing the document presented to evidence proof of identity, address, date of birth or relationship has not made any declaration in respect of such category of document that such document is not proof of the same.

(a) For resident Indian and non-resident Indian (NRI) born on and after 1.10.2023, birth certificate is mandatory.

- (b) Head of Family (HoF) based enrolment is mandatory (except for children residing in shelter homes or orphanages and foreign national seeking enrolment) for children below five years of age. Any one of the parents or legal guardian can become HoF.
- (c) HoF must have a valid Aadhaar before performing HoF based enrolment.
- (d) Aadhaar number of both the parents is required for HoF based enrolment and biometric authentication by one of the parents is mandatory.
- (e) Name of the child and HoF must be mentioned in the PoR document.
- (f) Name of the individual as mentioned in the supporting document, will be replicated as such in the individual's Aadhaar. No additional information like parent/guardian first name, middle name and last name will be considered.
- (g) The address mentioned in the HoF Aadhaar will be used in the child's Aadhaar.
- (h) For foreign national seeking enrolment, the Aadhaar issued will be valid only till validity of the visa. However, in case of Nepal/Bhutan nationals, the Aadhaar issued will be valid for a period of ten years.
- (i) For OCI card holders, the Aadhaar issued will be valid only for a period of ten years.
- (j) For LTV document holders, the Aadhaar issued will be valid only till the validity of LTV document.
- (k) HoF is encouraged to provide any of the following Proof of Identity (PoI) documents issued in the name of the child:
 - (i) Indian passport

Card, Labour Card, etc.

- (ii) Photo Identity Card/Certificate with photograph issued by Central Government /State Government, such as Domicile Certificate, Resident Certificate etc.
- (iii) ST/SC/OBC Certificate issued by Central Government /State Government
- (iv) Disability Identity Card/Certificate of Disability issued under the Rights of Persons with Disabilities Rules, 2017

Li	List of Documents that may be presented to evidence Proof of Identity, Address, Relationship or Date of Birth for Enrolment for Aadhaar Number of Individual Five Years and above of Age ✓ means allowed and Xmeans not allowed							
Sl. No.	List of documents (see note below this tabular statement)	Proof of Identity (POI) document, containing name and photograph	Proof of Address (POA) document,containing name and address in India	Proof of Relationship (POR)document,containing name of child and name of Head of Family (HoF)	Proof of Date of Birth (PDB)document, containing name and Date of Birth			
1.	Valid Indian Passport	✓	V	V	V			
2.	PAN Card/e-PAN Card	V	X	X	X			
3.	Ration /PDS Photograph Card/e- Ration Card	~	~	~	X			
4.	Voter Identity Card /e-Voter Identity Card	V	~	X	X			
5.	Driving licence	~	X	X	X			
6.	Service Photo Identity Card issued by Central Government/ State Government/ PSU/ regulatory body / statutory body	~	X	X	~			
7.	Pensioner Photo Identity Card / Freedom Fighter Photo Identity Card / Pension Payment Order issued by Central Government/ State Government/ PSU / regulatory body / statutory body	V	X	~	~			
8.	CGHS/ ECHS/ ESIC/ Medi-Claim Card issued by Central Government/ State Government/ PSU	~	X	X	X			
9.	Disability Identity Card / Certificate of Disability issued under Rights of Persons with Disabilities Rules, 2017	~	~	X	X			
10.	Photograph Identity Card / Certificate with photograph issued by Central Government/ State Government, such as under Bhamashah scheme, Domicile Certificate, MGNREGA/NREGS Job	~	~	~	X			

11.	Scheduled Tribe(ST)/ Scheduled	>	V	>	X
	Cast(SC)/Other Backward Cast				
	(OBC) Certificate issued by Central				
	Government/ State Government				
12.	Mark-sheet/Certificate issued by	V	X	· ·	4
12.	recognised Board of Education or	•	21	•	
	university or deemed university or				
	\mathcal{E}				
- 10	established by a Central or State Act				
13.	Passbook with photograph issued by	✓	~	\boldsymbol{X}	X
	a Public Sector Bank (as categorised				
	by RBI), duly stamped and signed,				
	along with a supporting certificate				
	from the branch manager in charge				
	certifying that KYC in respect of the				
	accountholder is complete and the				
	proof of address for the address				
	shown in the passbook is available in				
1	the bank's record				
14.	Third gender / Transgender Identity	~	V	V	✓
14.	Card / Certificate issued under the		-	_	•
1	Transgender Persons (Protection of				
	Rights) Act, 2019				
15.					
13.	Certificate issued on UIDAI Standard Certificate format by:				
	Standard Certificate format by:				
	(i) MP/ MLA/ MLC/ Municipal	X	~	X	X
	Councillor				
	(ii) Gazetted Officer Group 'A'	X	<i>V</i>	X	X
	/Employees Provident		-		
1	FundOorganisation (EPFO)				
	Officer (EFFO)				
		X		X	X
	(iii) Tehsildar/ Gazetted Officer	A	✓	A	A.
	Group 'B'				
1	(iv) Gazetted Officer at National	✓	✓	X	X
1	AIDS Control Organisation				
	(NACO) / State Health				
1	Department / Project Director				
1	of the State AIDS Control				
	Society or his nominee (in				
	pursuance of Hon'ble				
1	Supreme Court Judgment in				
1	Criminal Appeal No(s).				
	135/2010 dated 19.5.2022)				
		<i>V</i>	V	X	X
1	(v) Superintendent/ Warden/	•	,	Λ	A
	Matron/ Head of Institution				
	of recognised shelter homes				
	or orphanages (only for				
	children of shelter home or				
	orphanage concerned)				
	(vi) Recognisededucational	X	✓	\boldsymbol{X}	X
1	institution (signed by the				
1	Head of Institute, only for the				
	institute students concerned).				
	(vii) Village Panchayat Head/	X	V	X	X
1		41	•	21	41
	President or Mukhiya/ Gaon				
	Bura/ equivalent authority				
1	(for rural areas)/ Village				
	Panchayat Secretary/ Village				
	Revenue Officer or				
	equivalent (for rural areas)				
16.	Electricity bill (pre-paid/post-paid	X	✓	\boldsymbol{X}	X
	bill, not older than 3 months)				
17.	Water bill (not older than 3 months)	X	✓	X	X

18.	Telephone landline bill/ post-paid mobile bill/ broadband bill (not older than 3 months)	X	V	X	X
19.	Valid sale agreement/ gift deed registered with the Registrar Office, or registered or unregistered rent, lease agreement or leave and licence agreement	X	V	X	X
20.	Gas connection bill (not older than 3 months)	X	~	X	X
21.	Allotment letter of accommodation issued by Central Government/ State Government/ PSU / regulatory body / statutory body (not older than 1 year)	X	V	X	X
22.	Life or medical insurance Policy (valid up to 1 year from the date of issue of the Policy)	X	V	X	X
23.	Birth certificate issued by Authorised Authorityunder the Registration of Births and Deaths Act, 1969, read with the rules made thereunder	X	X	~	V
24.	Family entitlement document issued by Central Government/ State Government	X	X	~	X
25.	Prisoner Induction Document (PID) issued by Prison Officer, with signature and seal	~	V	X	X
26.	Document to prove legal guardianship	X	X	~	X
Dogu	ments applicable for holders of Overso	nes Citizen of Ind	is (OCI) card holder or	r I ong Torm Vice (I TV) netion	ole of Nonal and
Bhut	an and other foreign nationals seeking				-
27.	Valid OCI card, along with valid foreign passport, for individual who have stayed in India for 182 days or more in the immediately preceding 12 months		X	X	X
28.	Valid Long Term Visa (LTV) document, along with foreign passport (valid or expired), of the country of origin, issued to minorities communities of Afghanistan, Bangladesh and Pakistan (Hindus, Sikhs, Buddhists, Jains, Parsis and Christians)	~	V	X	X
29.	Valid Passport of Nepal/Bhutan for nationals of Nepal/Bhutan. In case passport is not available, any two of the following documents having the same address may be submitted: (新) Valid Nepalese/ Bhutanese Citizenship Certificate (图) Valid Voter Identity Card issued by the Election Commission of Nepal/Bhutan (刊) Limited validity Photo Identity Certificate issued by Nepalese Mission/ Royal Bhutanese Mission in India		X	X	X
30.	Valid visa, along with valid foreign passport issued, to other foreign nationals who have stayed in India for 182 days or more in the immediately preceding 12 months	~	X	X	X

31.	Valid Registration Certificate or	X	~	X	X
	Residential permit issued by				
	FRRO/FRO to the foreign national				
	(except OCI Card holders, LTV				
	document holders and Nepal/Bhutan				
	nationals)				

Note: Any document listed in the above tabular statement shall be acceptable only if it meets the following conditions, namely:—

- (a) It is currently valid (unless otherwise expressly provided for above);
- (b) The person in respect of whom such document is issued is entitled for the same;
- (c) If the information contained in the document is publicly displayed or otherwise accessible to UIDAI online or is verifiable offline through digital means made available by the authority issuing the same, such information is verified if such means are used: and
- (d) The authority issuing the document presented to evidence proof of identity, address, date of birth or relationship has not made any declaration in respect of such category of document that the same is not proof of the same.

Important Note:

- (a) For resident Indian and Non Resident Indian (NRI) born on and after 01.10.2023, birth certificate is mandatory.
- (b) A document is accepted as Proof of Identity (PoI) document only if it contains Name and Photograph of the individual.
- (c) A document is accepted as Proof of Address (PoA) document only if it contains Name and Address of the individual.
- (d) A document is accepted as both Proof of Identity (PoI) and Proof of Address (PoA) document only if it contains Name, Photograph and Address of the individual.
- (e) Name of the individual as mentioned in the supporting document, will be replicated as such in the individual's Aadhaar. No additional information like parent/guardian first name, middle name and last name will be considered.
- (f) All the PoI, PoA, DoB documents shall be issued on the name of the individual. Documents in the name of the family member/members cannot be considered for enrolment of the other family members.
- (g) Head of Family (HoF) based enrolment shall be used in case individual does not have PoI and PoA documents.
- (h) HoF must have a valid Aadhaar before performing HoF based enrolment. HoF must accompany the individual during enrolment for his / her Aadhaar Authentication.
- (i) The address mentioned in the HoF Aadhaar will be used in the family member's Aadhaar.
- (j) For foreign national seeking enrolment, the Aadhaar issued will be valid only till validity of the visa. However, in case of Nepal/Bhutan nationals, the Aadhaar issued will be valid for a period of ten years.
- (k) For OCI card holders, the Aadhaar issued will be valid only for a period of ten years.
- (l) For LTV document holders, the Aadhaar issued will be valid only till the validity of LTV document.
- (m) All the documents should be latest and valid (except otherwise specified)

List of Documents that may be presented to evidence Proof of Identity, Address, Relationship or Date of Birth for Update of Information in respect of Aadhaar Number Holder of any Age

✓ means allowed and Xmeans not allowed

Sl. No.	List of documents (see note below this tabular statement)	Proof of Identity (POI) document, containing name and photograph	Proof of Address (POA) document,conta ining name and address in India	Proof of Relationship (POR)document,co ntaining name of child and name of Head of Family (HoF)	Proof of Date of Birth (PDB)document , containing name and Date of Birth
1.	Valid Indian Passport	~	~	V	✓ *
2.	PAN Card/e-PAN Card	~	X	X	X
3.	Ration / PDS Photograph Card / e- Ration Card	~	~	~	X
4.	Voter Identity Card /e-Voter Identity Card, whose details are displayed online on the website of the Election Commission of India or the Chief Electoral Officer concerned	~	~	X	X
5.	Driving licence	✓	X	X	X
6.	Service Photo Identity Card issued by Central Government/ State Government/ PSU/ regulatory body / statutory body	V	X	X	/ *

7.	Pensioner Photo Identity Card / Freedom Fighter Photo Identity Card / Pension Payment Order issued by Central Government/ State Government/ PSU / regulatorybody / statutory body	V	X	>	/ *
8.	Kisan Photo Passbook	<i>V</i>	~	X	X
9.	CGHS/ ECHS/ ESIC/ Medi-Claim Card issued by Central Government/ State Government/ PSU	V	X	X	X
10.	Disability Identity Card / Certificate of Disability issued under Rights of Persons with Disabilities Rules, 2017	V	~	X	X
11.	Photograph Identity Card / Certificate with photograph issued by Central Government/ State Government, such as underBhamashah scheme, Domicile Certificate, MGNREGA/NREGS Job Card, Labour Card, etc.	V		•	X
12.	Marriage Certificate with or without photograph issued by Central Government/ State Government (supporting PoI document of old name and photograph is required if the Marriage Certificate is without photograph)	•	>	>	X
13.	ST / SC / OBC Certificate issued by Central Government / State Government	V	~	/	X
14.	School Leaving Certificate (SLC)/ School Transfer Certificate (TC)	V	X	X	X
15.	Mark-sheet/Certificate issued by recognised Board of Education oruniversity or deemed university or higher educational institution established by a Central or State Act	V	X	V	/ *
16.	Passbook with photograph issued by a Public Sector Bank (as categorised by RBI), duly stamped and signed, along with a supporting certificate from the branch manager in charge certifying that KYC in respect of the accountholder is complete and the proof of address for the address shown in the passbook is available in the bank's record	•	`	X	X
17.	Scheduled Commercial Bank's (notified by RBI) Passbook having Name and Photograph (cross stamped with Bank seal) and signed by bank official/ Post Office Savings Account Passbook (with stamp and signature of issuing official of post office)	X	~	X	X
18.	Bank Account Statement/ Credit Card Statement (with Bank stamp & signature of issuing bank official)/ Post Office Savings Account Statement (with stamp and signature of issuing official of post office) (not older than 3 months)	X	•	X	X
19.	Third gender / Transgender Identity Card / Certificate issued under the Transgender Persons (Protection of Rights) Act, 2019	V	~	V	V *

20.	Certificate issued on UIDAI Standard Certificate format by:				
	(i) MP / MLA / MLC / Municipal Councillor	X	~	X	X
	(ii) Gazetted Officer Group 'A'/ Employees Provident Fund Organisation (EPFO) Officer	X	~	X	X
	(iii) Tehsildar/ Gazetted Officer Group 'B'	X	~	X	X
	(iv) Gazetted Officer at National AIDS Control Organisation (NACO)/State Health Department / Project Director of the State AIDS Control Society or his nominee (in pursuance of Hon'ble Supreme Court Judgment in Criminal Appeal No(s). 135/2010 dated 19.5.2022)	~	~	X	X
	(v) Superintendent/ Warden/ Matron/ Head of Institution of recognised shelter homes or orphanages (only for children of shelter home or orphanage concerned)	•	•	X	X
	(vi) Recognisededucational institution (signed by the Head of Institute, only for the institute students concerned)	X	V	X	X
	(vii) Village Panchayat Head/ President or Mukhiya/ Gaon Bura/ equivalent authority (for rural areas)/ Village Panchayat Secretary/ Village Revenue Officer or equivalent (for rural areas)	X		X	X
21.	Electricity bill (pre-paid/post-paid bill, not older than 3 months)	X	~	X	X
22.	Water bill (not older than 3 months)	X	~	X	X
23.	Telephone landline bill/ post-paid mobile bill/ broadband bill (not older than 3 months)	X	~	X	X
24.	Property Tax Receipt (not older than 1 year)	X	~	X	X
25.	Valid sale agreement/ gift deed registered with the Registrar Office, or registered or unregistered rent, lease agreement or leave and licence agreement	X	•	X	X
26.	Gas connection bill (not older than 3 months)	X	~	X	X
27.	Allotment letter of accommodation issued by Central Government/ State Government/ PSU / regulatory body / statutory body (not older than 1 year)	X	V	X	X
28.	Life or medical insurance Policy (valid up to 1 year from the date of issue of the Policy)	X	~	X	X
29.	Birth certificate issued by Authorised Authorityunder the Registration of Births and Deaths Act, 1969, read with the rules made thereunder	X	X	V	'

			T		1
30.	Family entitlement document issued	X	X	✓	X
	by Central Government/ State				
	Government				
31.	Prisoner Induction Document (PID)	✓	✓	X	X
	issued by Prison Officer, with				
	signature and seal				
32.	Self-declaration from the Head of	X	X	· ·	X
32.	Family (HoF) certifying the	Λ	Λ	•	Λ
	relationship with the individual				
	residing at the same address as HoF,				
	valid only for borrowing address of				
	HoF. (to be used only for address				
	update of immediate family				
	member/members of HoF)				
33.	Document to prove legal	X	X	✓	X
	guardianship				
Docui	nents applicable for holders of Oversea	s Citizen of India (OCI	card holder,or Long	Term Visa (LTV),na	tionals of Nepal
	hutan and other foreign nationals seeki		, 0	, ,,,	•
34.	Valid OCI card, along with valid		X	X	X
J 4.	foreign passport	•	A .	Λ	A
35.	Valid Long Term Visa (LTV)		~	X	X
33.	document, along with foreign	V		Λ	A
	passport (valid or expired), of the				
	country of origin, issued to minorities				
	communities of Afghanistan,				
	Bangladesh and Pakistan (Hindus,				
	Sikhs, Buddhists, Jains, Parsis and				
	Christians)				
36.	Passport of Nepal/Bhutan for	✓	X	\boldsymbol{X}	X
	nationals of Nepal/Bhutan. In case				
	passport is not available, any two of				
	the following documents having the				
	same address may be submitted:				
	(a) Nepalese/ Bhutanese Citizenship Certificate				
	(b) Valid Voter Identity Card				
	issued by the Election				
	Commission of Nepal/ Bhutan				
	(c) Limited validity Photo Identity				
	Certificate issued by Nepalese				
	Mission/ Royal Bhutanese				
	Mission in India				
37.	Valid visa, along with valid foreign	V	X	X	X
	passport issued, to other foreign				
	nationals				
38.	Valid Registration Certificate or	\boldsymbol{X}	'	\boldsymbol{X}	X
	Residential permit issued by				
	Foreigners Regional Registration				
	Office (FRRO) /Foreigners Registration Office (FRO) to the				
	foreign national				
	(except OCI Card holders, LTV				
	document holders and Nepal/ Bhutan				
	nationals)				
Docui	ments applicable for exception cases of	name, gender and date	of birth (DoB):		
20	Ear avantian aggs - f		v	X	v
39.	For exception cases of name change: Gazette Notification of new name	V	X	А	X
	alongwith any supporting POI				
	document of old name with				
	Photograph (for first/full name				
	change)/Divorce Decree/ Adoption				
	Certificate/ Marriage Certificate				
	-				

40.	For Exception cases of Gender Change: Medical Certificate from surgeon, in case individual changed gender surgically	V	X	X	X
41.	For exception cases of DoB Change: Self Declaration as per notified format along with Birth certificate issued by Authorised Authorityunder the Registration of Births and Deaths Act, 1969, read with the rules made thereunder	X	X	X	~

Note: Any document listed in the above tabular statement shall be acceptable only if it meets the following conditions, namely:—

- (a) It is currently valid (unless otherwise expressly provided for above);
- (b) The person in respect of whom such document is issued is entitled for the same;
- (c) If the information contained in the document is publicly displayed or otherwise accessible to UIDAI online or is verifiable offline through digital means made available by the authority issuing the same, such information is verified if such means are used; and
- (d) The authority issuing the document presented to evidence proof of identity, address, date of birth or relationship has not made any declaration in respect of such category of document that such document is not proof of the same.

Important Note:

- (a) For resident Indian and Non Resident Indian (NRI) born on and after 01.10.2023, birth certificate is mandatory.
- (b) *DoB update of all individual between the age group of 0-18 years mandatorily requires Birth Certificate issued by Authorized Authority of the respective States
- (c) A document is accepted as Proof of Identity (PoI) document only if it contains Name and Photograph of the individual.
- (d) A document is accepted as Proof of Address (PoA) document only if it contains Name and Address of the individual.
- (e) A document is accepted as both Proof of Identity (PoI) and Proof of Address (PoA) document only if it contains Name, Photograph and Address of the individual.
- (f) Name of the individual as mentioned in the supporting document, will be replicated as such in the individual's Aadhaar. No additional information like parent/guardian first name, middle name and last name will be considered.
- (g) PoI, PoA andPDB documents shall be issued on the name of the individual. Documents in the name of the family member/members cannot be considered for enrolment of the other family members.
- (h) Head of Family (HoF) based enrolment shall be used in case individual does not have PoI and PoA documents.
- (i) HoF must have a valid Aadhaar before performing HoF based enrolment.HoF must accompany the individual during enrolment for his / her Aadhaar Authentication.
- (j) The address mentioned in the HoF Aadhaar will be used in the family member's Aadhaar.
- (k) In case of child (0-5 years) having name as "Baby of" in Aadhaar, the first update request for full name change shall be allowed by submission of Birth certificate issued by Authorised Authorityunder the Registration of Births and Deaths Act, 1969, read with the rules made thereunder.
- (1) Aadhaar update for foreigner national will be conducted at Aadhaar adult enrolment centres only.
- (m) For foreign national seeking enrolment, the Aadhaar issued will be valid only till validity of the visa. However, in case of Nepal/Bhutan nationals, the Aadhaar issued will be valid for a period of ten years.
- (n) For OCI card holders, the Aadhaar issued will be valid only for a period of ten years.
- (o) For LTV document holders, the Aadhaar issued will be valid only till the validity of LTV document.
- (p) Please refer Self Declaration for DoB Change [#]
- (q) Please refer Exception Handling Mechanism [##]
- (r) Exception handling process is carried out under jurisdiction of UIDAI Regional Offices and considered only after due diligence of the case by the Regional Office concerned.
- (s) All the documents should be latest and valid (except otherwise specified)."; and
- #- https://uidai.gov.in/images/SOP_for_DOB_update.pdf
- ##- https://uidai.gov.in/images/Biometric exception guidelines 01-08-2014.pdf