GOVERNMENT OF INDIA

MINISTRY OF PLANNING

LOK SABHA

UNSTARRED QUESTION NO: 3342

ANSWERED ON:01.08.2014

UID PROJECTS

NALIN KUMAR KATEEL

(a)whether the Government has received complaints regarding issuance of Aadhaar Card and working/efficacy of the Unique Identification (UID) projects;

(b)if so, the details thereof;

(c)whether there is any complaint mechanism for ensuring timely redressal of various complaints with regard to UID project and if so, the details thereof;

(d)whether any procedure has been adopted to correct the errors in UID; and

(e)if so, the details thereof and if not the reasons thereof?

Will the Minister of PLANNINGbe pleased to state:-

ANSWER

MINISTER OF STATE (INDEPENDENT CHARGE) MINISTRY OF PLANNING, MINISTRY OF STATISTICS AND PROGRAMME IMPLEMENTATION AND MINISTER OF STATE FOR DEFENCE (RAO INDERJIT SINGH)

(a) to (c):In order to redress the complaints related to Aadhaar enrolments, status of Aadhaar generation, delivery of Aadhaar letters, status of Aadhaar update, download of e-Aadhaar, resident's Aadhaar authentication etc., a complaint redressal mechanism has been established by UIDAI under which a Contact Centre has been setup to serve as a helpline, with Toll Free Numbers 1800-300-1947 or short code 1947. Grievances/complaints are also received on e-mail id help@uidai.gov.in. Further, grievance redressal cells have been established at UIDAI headquarters at New Delhi as well as at each of the eight Regional Offices (Bangalore, Chandigarh, Guwahati, Hyderabad, Lucknow, Mumbai, New Delhi and Ranchi). UIDAI makes best efforts to address and resolve grievances in timely manner.

(d) & (e):Yes Madam. UIDAI has established a process for correction of enrolment details under which correction has to be done by residents within 96 hours of their enrolment. In addition, UIDAI has also set up an update facility for updating demographic attributes of residents after Aadhaar generation. This update facility is provided through a Self Service Update Portal (SSUP) and also through Permanent Enrolment Centres (PEC). Under SSUP facility, resident can update their Aadhaar information online and submit the support documents by uploading scanned copies online. Resident can also send update request with supporting documents through post. So far a total of 37,34,584 corrections and 22,61,830 updates have been carried out. More than four thousand PECs are operational for providing update services.