

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO: 37

ANSWERED ON:07.12.2022

Aadhaar Card Centres

Dilip Ghosh

Will the Minister of ELECTRONICS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) the details of the number of centres operational for issuing/updating Aadhaar Cards in the country, State/ UT-wise particularly in West Bengal;
- (b) the details of new Aadhaar enrolment, updation, figures in West Bengal during the last three years, district wise;
- (c) whether there is any mechanism or system through which Aadhaar related grievances/inconveniences/ allegation can be submitted and if so, the details thereof;
- (d) the details of any corruption cases/complaints or irregularities received during the last five years from West Bengal and the steps taken by the Government in this regard; and
- (e) the details of total funds allocated by the Government to the State of West Bengal for Aadhaar Card services, if any and its utilization thereof?

Will the Minister of ELECTRONICS AND INFORMATION TECHNOLOGY be pleased to state:-

ANSWER

(a): Over 65,000 Aadhaar centres were operational across the country as on 30.11.2022, comprising 88 Aadhaar Seva Kendras run by the Unique Identification Authority of India and other centres run by various Registrars appointed by the Authority, such as various Ministries and Departments of the Central Government, State Governments, CSC e-Governance Services India Limited, banks and UTI Infrastructure Technology and Services Limited. In addition, the facility of enrolment of children below the age of five years and update of mobile number is also available through around 33,000 handheld mobiles and tablets, which are operated by postmen, hospital staff, etc. The State-and Union-territory-wise details of such centres, handheld mobile or tablets and Aadhaar Seva Kendras are at Annexure-1.

(b): During the years 2020, 2021 and 2022 (till October), the number of new Aadhaar generated in the State of West Bengal was approximately 51.75 lakh, and the number of updates done was approximately 3.49 crore. District-wise details are at Annexure-2.

(c): Yes, sir. The Authority has provided a facility for residents to give their suggestion and feedbacks, or to complain through various channels, such as by calling a toll-free number (1947), emailing to help@uidai.gov.in, lodging complaints through the Authority's portal or writing to the Authority's offices. Details of the Authority's grievance redressal mechanism are at <https://uidai.gov.in/en/contact-support/have-any-question/313-english-uk/faqs/about-uidai/grievance-redressal-mechanism.html>.

(d): Details of complaints received against operators from the State of West Bengal are as under:

YearNumber of grievance received

2017289

2018321

2019142

2020112

2021287

202272

Total1,223

In 133 instances out of the above grievances, operators were found to be involved in corrupt practices. They were suspended, along with imposition of financial penalty.

(e): The Authority provides financial assistance to State Governments for procurement of Aadhaar enrolment kits. An amount of Rs. 10.23 crore was allotted to the State of West Bengal in the financial year 2021-22 for procurement of 682 Aadhaar enrolment kits.

Annexes referred to in the reply to Lok Sabha unstarred question no. 37, to be answered on 7.12.2022

Annex- 1

Aadhaar centres

State / Union territory Aadhaar centres

Andaman and Nicobar Islands 23

Andhra Pradesh 3,151

Arunachal Pradesh 94

Assam 2,187

Bihar 3,598

Chandigarh 104

Chhattisgarh 1,738

Dadra and Nagar Haveli and Daman and Diu 42

Delhi 749

Goa 81

Gujarat 3,264

Haryana 1,580

Himachal Pradesh 750

Jammu and Kashmir and Ladakh 854

Jharkhand 2,733

Karnataka 2,981

Kerala 2,530

Lakshadweep 14

Madhya Pradesh 3,917

Maharashtra 7,430

Manipur 491

Meghalaya 376

Mizoram 99

Nagaland 115

Odisha 2,619

Puducherry 87

Punjab 2,049

Rajasthan 3,917

Sikkim 29

Tamil Nadu 3,367

Telangana 1,686

Tripura 221

Uttar Pradesh 8,857

Uttarakhand 762

West Bengal 2,992

Total 65,487

Source: Unique identification Authority of India

Annex-1 (contd...)

Handheld mobiles and tablets

State / Union territory

Andaman and Nicobar Islands3

Andhra Pradesh2,732

Arunachal Pradesh11

Assam191

Bihar903

Chandigarh29

Chhattisgarh700

Dadra and Nagar Haveli and Daman and Diu 9

Delhi188

Goa68

Gujarat1,537

Haryana396

Himachal Pradesh642

Jammu and Kashmir and Ladakh283

Jharkhand559

Karnataka3,437

Kerala1,455

Lakshadweep0

Madhya Pradesh1,749

Maharashtra3,370

Manipur49

Meghalaya15

Mizoram21

Nagaland16

Odisha1,998

Puducherry8

Punjab302

Rajasthan2,240

Sikkim6

Tamil Nadu2,797

Telangana833

Tripura85

Uttar Pradesh4,066

Uttarakhand257

West Bengal2,194

Total33,149

Source: Unique Identification Authority of India

Annex-1 (contd...)

Aadhaar Seva Kendras

S. No.State / Union territoryCityAddress

1Andhra PradeshVijaywada39-10-7, Opposite Municipal water Tank, Labbipet, Vijayawada,

Andhra Pradesh

2Visakhapatnam3rd Floor, Grand Palace, Lane 1, Dwarka Nagar, Vishakhapatnam

3East Godavari2nd Floor, Bank of Baroda Building, Opp. Tripura Sundari Temple, Temple Street, Kakinada, Dist – East Godavari, A.P.-533004

4Arunachal PradeshItanagarGround Floor, WAll Apartment (Commercial Complex), VIP Road, Doni Colony, Itanagar, Arunachal Pradesh – 791111

5AssamBongaigaonGround Floor, Barpara Road, Near LIC Zonal Office, Bongaigaon, Assam – 783390

6Dibrugarh3rd Floor, Hotel Indusurya Complex, Opp Old Railway Station, RKB Path, New Market Road, Dibrugarh, Assam - 786001

7Guwahati3rd Floor, Surekha Square, Lachit Nagar, Ullubari, Guwahati, Assam

8LakhimpurGround Floor, Ashrof Ali Path, Near Girls College Road, Khelmati, Ward No. 14, North Lakhimpur – 787031

9SilcharGround Floor, Birendra Bhavan, Vivekananda Road, Silchar (Assam)

10BiharBhagalpurPresently under shifting to a new location.

11MuzaffarpurFirst Floor, Purani Sabji Mandi, Main Road, Opp. Central Bank of India, Muzaffarpur – 842 001.

12Patna1st Floor, Sai Tower, New Dak Bunglow Road, Near Hotel Utsav

13PurneaGround Floor, Sri Nayak Hotel Campus, Jail Chowk, Purnea (Bihar) -854301

14ChhattisgarhRaipurT-9/10, Shyam Plaza, Pandri Bus Stand, Main Road, Pandri, Raipur, Chhattisgarh

15Dadra and Nagar Haveli and Daman and DiuSilvasaGround Floor, Shradha Complex, Near HDFC Bank Silvasa

16DamanGround Floor, Navakar Survey No. 502/1, Daman

17DelhiDelhiCentre 1. AksharDham Metro Station Delhi

18Delhi

Inderlok Metro Station, Inderlok, New Delhi 110 009

19Delhi1. B1, G2, Mohan Corporative Industrial Estate, Mohan Estate New Delhi

20Dhaura KuanGround Floor, Dhaura Kuan Metro Station, Dhaura Kuan Enclave-I, Dhaura Kuan, New Delhi - 110010

21Kashmere GateGround Floor, Eldeco Metro Mall, Lothian Road, Kashmere Gate Metro Station, New Delhi – 110006

22GujaratAhmedabad201& 202 , Shail complex, off. C-G. road, opp. Madhusudan house , Navrangpura telephone exchange, b/H girish cold drink , Ahmedabad-380009

23AhmedabadShop No. 210 & 231, Second Floor, Maruti Plaza, Bapunagar, Ahmedabad - 380024

24SuratShop No. 26-30, Upper Ground Floor, La Citadel Complex, Parvat Patiya, Opp. Ganga Hotel, Surat – 395019

25SuratShop No. G 7&8, Ground Floor, Galaxy Enclave, Near Galaxy Circle, Pal, Adajan, Surat

26HaryanaHisar1st Floor, Metropolis Mall, opp viduyat sadan, Delhi Road, Hisar, Haryana 125005

27Himanchal PradeshShimlaC.K. Mall, ISBT Tutikandi, Tutikandi, Shimla, Himachal pradesh 171004

28Jammu and KashmirSrinagarGround Floor, NB House, Commercial Complex, Exchange Road, Lal Chowk, Srinagar, J&K - 190001

29Jammu Ground Floor, Chanderbagha Muncipal Community Center, Tribal Tillo Area, Jammu 180016

30JharkhandDhanbaadGround Floor, Shivam Infra & Housing, Behind SLNT College, LC Road, Hirapur, Dhanbad 826001

31Dhanbaad1st Floor Univista Tower, Kola Kusma Road, Near Big Bazar (Ozone Galleria Mall), Saraidhela, Dhanbad, Jharkhand

32JamshedpurFirst Floor, House No. 8B, C/o Ritesh Kumar, Old Puruliya Road, Near Skyline Tower, Mango Chowk, Jamshedpur, East Singhbhum, Jharkhand - 831012

33Ranchi2nd Floor, Right wing, Mangal Tower, Near Kantatoli chowk, Kokar Road, Ranchi

34Ranchi4th Floor, Galaxy Mall, Near Piska North, Ratu Road, Ranchi, Jharkhand

35KarnatakaBengaluruGrand Majestic Mall, #32, 2nd Cross, 6th Main Gandhi Nagar, Near Majestic Central Bustand, Bangalore 560009

36BengaluruH.No. 36, Patalamma Temple Street, Next to Pai Vista Convention Centre, New South End Circle, Bangalore.

37DevangereVishal Arcade, Upper Ground Floor, 828/1,2,2A,2c,2D, Bank of Baroda Building, Opp Aruna Theatre, P B Road, Davangare, Karnataka 577002

38DharwadMandi Plaza, Shop-7, Ground Floor, Opp. K.C. Park Post Office, Haliyal Road, Dharwad – 580008

39HubliJTK Arihant Appliances Pvt. Ltd. 124/1B Classic Enclave, Chitguppi Prk, Club Road, Hubli-580029 Karnataka

40MangaloreCrystal Are, Ist Floor, Balmatta Road, Mangalore, Karnataka – 575001

41MysoreNo. 25, First Floor, Kamakshi Hospital Road, Kuvempunagara North, Saraswathipuram, Mysore 09.

42MysoreHouse No. 532, Vijayanagar 1st Stage, New Kalidasa Road, Mysore, Karnataka

43KeralaKochiGround Floor, Chakos Chambers Pipelines Junction, NH Bypass Civil Line Road, Palarivattom, Kochi, Kerala

44Madhya PradeshBhopallst Floor, Aashima Mall, Danish Nagar, Bawadia Kalan Hoshingabad Road, Bhopal 462026

45BhopalPlot No. 224, Smriti Tower, zone -1, Maharana Pratap Nagar, Bhopal, MP

46IndoreAbhay Prashal/ Khel Prashal, Race Cource Road, Opposite IDA Building, Indore 452001

47MaharashtraAurangabadFirst Floor, Mulay Tapadiya Complex, Jalna Road, Kailash Nagar, Mondha, Aurangabad, Maharashtra-431001

48MumbaiGround Floor, G-06, NIBR Corporate Park, 1 Aerocity, Safedpul, Sakinaka, Mumbai

49Mumbai (Vashi)First Floor, Tower No. 4, F 103-104, Vashi Station International Infotech Park, Swami, Pranabananda Marg, Sector 30, Vashi, Navi Mumbai, Maharashtra-400703

50NagpurGround Floor, Bilquis Plaza, Passport Office Building, Sadiqabad, Mankapur, Nagpur

51NashikOffice No. 101, First Floor, Janki Plaza, above Janki Hardware, Dwarka Chawk, Nashik - 422011

52ThaneShop No. SA1 to SA4, 2nd Floor, Lake City Mall, Kapurbawadi Junction, Balkum Road, Thane – 400601

53MeghalayaShillongFirst Floor, House No. 24, Rynjah Pohkse, Rynjah Market, Opp Rynjah Dispensary, Shillong 793006

54OdishaBhubaneswarGround Floor, Plot No.176, Behind Sparsh Hospital, Saheed Nagar, Bhubaneswar-751010, Odisha

55PunjabAmritsarVijay Nagar, Batala Road, Amritsar, Punjab 143001

56ChandigarhGround Floor, SCO 57-58-59, Sec 17 A, Chandigarh

57LudhianaSCO 16 , Sector 32A Main market, Chandigarh Road, Ludhiana Punjab-141010

58RajasthanJaipur1st Floor, Orbit Mall, Ajmer Road, Civil Lines Metro Station, Jaipur, Rajasthan

59JodhpurShop No. SF-15 to 18, 2nd Floor, Royal Ansal Plaza, Court Road, Jodhpur- 342001

60Kota2nd Floor, Aakash Mall, Kota Airport Area, Gumanpura, Kota Rajasthan

61Tamil NaduChennaiTen Square Mall Jawahar Lal Nehru Road, Koyambedu City Chennai

62MaduraiFirst Floor, P K Towers, 17 G, KK Nagar, Melur Main Road, Opposite District Court, Madurai - 625020

63TelanganaHyderabadPlot No. 17 to 24/D No. 1-908/RC/G-1 to 403, Near Image Hospital, Vittal Rao Nagar, Madhapur

64WarangalKandakatla Gateway, KU Cross Road, Naimnagar, Warrangal

65HyderabadFirst Floor, Shop No. S01 & EE01, Moosarambagh, Metro Station, Saroor Nagar, Hyderabad - 500036

66TripuraAgartalaFirst Floor, AVA market (Commercial Complex), Motor Stand Road, Opp-Petrol Pump, Agartala - 799001

67Uttar PradeshAgra2nd Floor, Corporate Park, Block No. 109, Sanjay Place, Agra.

68Allahabad1. Lower Ground Floor, Vinayak Triveni Tower, Civil Line, Allahabad, UP 211001

69GhaziabadGround floor ,thapar plaza, NH91, panchwati colony, sector5, daulatpura, gaziabad, up-201009

70GondaGround Floor, Civil Lines, Ambedkar Chowk, Near SBI Bank, GONDA, U.P. - 271 001

71GorakhpurSecond Floor, Above UBI Bank, Dubey Complex, Hanuman Mandir Road, Betiahata, Gorakhpur, U.P. - 273 001

72Greater NoidaLower Ground Floor, Galaxy Blue Sapphire Plaza, Plot No. C-03, Sector-4, Greater Noida (West), Uttar Pradesh - 201301

73KanpurUnit 14-20, 1st Floor, Clyde House, Mall Road, Kanpur-208004

74LucknowRatan Square, Vidhan Sabha Marg, Lalbagh, Lucknow, UP.

75MeerutGround Floor, 313, Delhi Road, Near Union Bank of India, Meerut City, UP

76MoradabadA-17, Ground Floor, Commercial Building, Near ICICI Bank, Gandhi Nagar, Rampur Road, Moradabad – 244 001

77SaharanpurGround Floor, Panth Vihar, Opp. Sahiram Hospital, Hasanpur Chowk, Delhi Road, Saharanpur - 247 001.

78Varanasi2nd Floor, Neelambar, D-63/7, C4, mahmoorganj, Varanasi – 221010

79UttarakhandDehradunGround Floor, AD Tower, Khazra No. 261, Mauza Niranjanpur, Pargana Pachwa Doon, Dehradun, Uttarakhand, 248001

80DehradunKailash Tower, First Floor, Municipal No. 22, Amrit Kaur Road, Dehradun 248001 Uttarakhand

81West BengalAsansolGround Floor, Surya Sen Park, 170 G.T. Road (West) Asansol, West Bengal -713304

82Berhampore (Murshidabad)Ground Floor, Ward No.4, 127/33 Maharaja Nanda Kr Road, P.O. – Khagra, PS – Berhampore, District – Murshidabad – 742103.

83Cooch BeharGround Floor, Ward BSNL Administrative Building, Near Sagar Dighi, Post Office Cooch Behar, West Bengal - 736101

84Kolkata2nd Floor, Webel IT Park, Ankurhati, PO: Makardah;Howrah- 711409, Kolkata, West Bengal

85KolkataASYST Park, 37/1, GN Block, Sector-V, Bidhanagar, Kolkata, WB-91

86Krishna Nagar (Nadia)Ground Floor, Webel IT Park, Jahangirpur Mouza/villge under Deypara Gram Panchayat, Krishnanagar - I Subdivision, Nadia-741101, West Bengal

87MaldaGround Floor, DRDC Building, Malda - 732101

Source: Unique Identification Authority of India

Annexure-2

Aadhaar generation in West Bengal

District	2020	2021	2022 (till Oct)	Total
Alipurduar	6,554	39,183	33,267	79,004
Bankura	12,135	62,676	1,12,738	1,87,549
Bardhaman	49,873	1,96,680	1,28,005	3,74,558
Birbhum	9,607	92,501	88,026	1,90,134
Cooch Behar	8,472	87,966	87,716	1,84,154
Dakshin Dinajpur	5,045	41,165	44,662	90,872
Darjeeling	13,461	51,200	37,886	1,02,547
Hooghly	17,803	91,356	79,796	1,88,955
Howrah	25,489	1,17,376	1,03,722	2,46,587
Jalpaiguri	9,992	53,949	57,067	1,21,008
Jhargram	--	14,198	14,198	
Kalimpong	793	4,699	4,551	10,043
Kolkata	23,984	83,688	67,224	1,74,896
Malda	38,968	1,44,316	1,55,169	3,48,453
Medinipur	26	971		
Murshidabad	22,967	1,99,640	3,15,026	5,37,633
Nadia	27,321	1,46,002	1,17,781	2,91,104
North 24 Parganas	41,009	2,13,043	2,23,541	4,77,593
Paschim Bardhaman	28,018	28,018		
Paschim Medinipur	37,820	1,32,493	1,46,765	3,17,078
Purba Bardhaman	--	21,352	21,352	
Purba Medinipur	30,514	1,09,921	1,43,048	2,83,483
Puruliya	21,572	91,611	74,175	1,87,358
South 24 Parganas	45,113	2,36,514	2,20,297	5,01,924
Uttar Dinajpur	25,325	1,21,026	80,840	2,27,191
Total	4,73,817	23,17,007	23,84,939	51,75,763

Source: Unique Identification Authority of India

Aadhaar Update in West Bengal

District	2020	2021	2022 (till Oct)	Total
Alipurduar	5,487	32,963	42,991	81,441
Amta - II-134				
Bally Jagachha	205	394	167	

Bankura54,5356,19,6386,67,70613,41,879
Bardhaman2,10,62913,12,36013,58,69228,81,681
Birbhum69,7565,90,6856,10,60412,71,045
Burdwan110718
Cooch Behar37,1163,03,0986,04,6169,44,830
Dakshin Dinajpur39,3581,96,4972,15,4574,51,312
Darjeeling54,1601,79,8303,22,3565,56,346
Domjur4252756
East Midnapore32,4983,78,7852,50,0286,61,311
Hooghly1,29,5678,13,06011,08,91120,51,538
Howrah1,50,1807,66,8618,05,28717,22,328
Jalpaiguri66,8313,36,2565,79,1079,82,194
Jhargram--14,77114,771
Kalimpong1,1454,7086,75312,606
Kolkata1,77,3154,63,2375,66,18112,06,733
Malda2,37,2156,78,7338,11,04817,26,996
Medinipur7782,6611,7945,233
Murshidabad2,06,83517,80,52119,89,12339,76,479
Nadia1,22,4376,43,92411,05,72118,72,082
Naihati Anandabazar181019
North 24 Parganas2,85,16117,06,97819,32,66139,24,800
North Dinajpur-11,25313,73324,986
Paschim Bardhaman--44,27544,275
Paschim Medinipur1,33,14311,82,8099,55,80922,71,761
Purba Bardhaman--51,76751,767
Purba Medinipur1,42,91111,04,0457,48,94319,95,899
Puruliya55,4093,24,8763,99,2447,79,529
South 24 Parganas2,52,73014,31,57116,04,50632,88,807
South Dinajpur3,41816,79918,66438,881
South DumDum(M)157291178
Uttar Dinajpur98,3573,16,2503,64,0597,78,666
Total25,67,0121,51,98,5671,71,95,0393,49,60,618
Source: Unique identification Authority of India