

GOVERNMENT OF INDIA

MINISTRY OF PLANNING

LOK SABHA

UNSTARRED QUESTION NO: 2739

ANSWERED ON:13.03.2013

HELPLINE FOR AADHAAR SCHEMES

S. RAMASUBBU

- (a) whether the Unique Identification Authority (UID)/ Government has any proposal to set up helpline to address queries on the Aadhaar Scheme;
- (b) if so, the details thereof;
- (c) the time by which the above helpline is likely to be set up;
- (d) whether it is proposed to extend the facility throughout the country;
- (e) if so, the details thereof; and
- (f) if not, the reasons therefor?

Will the Minister of PLANNING be pleased to state:-

ANSWER

MINISTER OF STATE FOR PARLIAMENTARY AFFAIRS & PLANNING (SHRI RAJEEV SHUKLA)

(a) to (f) A helpline (through a Contact Centre) is already in existence since July 2010 to serve the Residents and other stake holders for addressing queries on the Aadhaar Scheme. The helpline supports the Residents through two channels - Phone and E-mail. The Residents can contact the helpline through either of the support channels for any queries related on the Aadhaar Scheme. Currently the helpline is operating from Jamshedpur and Pune. Presently Inbound phone support is provided in 6 languages; Hindi, Kannada, Marathi, English, Telugu and Bengali. E-mail support is provided in English only.