

## Press Release

### **Revamped Aadhaar toll-free helpline no. 1947 launched**

**1947 to bring convenience to Aadhaar holders, provide solutions anytime, anywhere**

New Delhi, November 16, 2016: With the growing use of Aadhaar in transactions related to services like Banking, Government Welfare Schemes, etc., the Unique Identification Authority of India (UIDAI), launched a revamped version of its **Toll-free helpline number: 1947**, to help residents get quick access to information about Aadhaar.

The free of cost helpline 1947 will be available 24x7 throughout the year on IVRS mode, while Call-Centre agents will be available from 7 am to 11 pm (Monday to Saturday). On Sundays, agents will answer calls from 8 am to 5 pm. On an average the helpline number handles about 1.5 lakh calls per day.

“Our toll-free helpline 1947, which has been revamped to handle more incoming calls, brings Aadhaar closer to everyone. It can be accessed through mobile or landline and will be especially beneficial in these times when the Aadhaar number is being increasingly used in the banking sector to identify individuals,” said Dr. Ajay Bhushan Pandey, Chief Executive Officer, UIDAI.

The Aadhaar toll-free helpline 1947 will among other things, enable residents to locate an Aadhaar Enrolment Centre, know generation status of an Aadhaar number (after enrolment) and help retrieve Aadhaar details of any person who has lost his/her Aadhaar or hasn't received it through post.

As Aadhaar is being used widely by people in the wake of the de-monetization exercise, UIDAI cautioned the public to clearly indicate purpose of providing photocopies of their Aadhaar letter to prevent misuse of the same.

“Photocopies of the Aadhaar letter are being submitted by the general public to banks. We urge them to clearly indicate the purpose for which they are submitting the same along with the date and time. This actually is a good practice whenever they submit photocopies of documents,” said Dr. Pandey.

“However, as Aadhaar is a digitally verifiable identity and can be authenticated anytime, anywhere, the chances of its misuse are limited,” added Dr. Pandey.

\*\*\*\*\*