

Revamped helpline for better access to Aadhaar information

The free helpline will be available 24x7 on interactive voice response mode, while call-centre agents will be available from 7 am to 11 pm (Monday to Saturday)



Photo: Mint

New Delhi: The Unique Identification Authority of India (UIDAI) on Wednesday launched the revamped version of its toll-free helpline number 1947 to help residents get quick access to information about their Aadhaar unique identity number.

This free helpline will be available 24x7 on interactive voice response (IVRS) mode while the 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 average, the helpline handles about 150,000 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 Ajay Bhushan Pandey, chief executive officer, UIDAI.

The helpline can be used by the 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 ID or hasn't received it through post.

UIDAI cautioned the public to clearly indicate purpose of providing photocopies of their Aadhaar letter to prevent misuse, especially after the surge in the number of Aadhaar-based transactions and eKYC (know your customer) enquiries since the demonetization of Rs500 and Rs1000 currency notes on 8 November.

“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,” Pandey added.

The government has been extensively using the 12-digit unique identification number for identifying beneficiaries of social welfare schemes and disbursing subsidies, especially after the notification of the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 on 12 September.