



Ministry of Electronics &amp; IT



## UIDAI tops Grievance Redressal Index in Nov, fourth month in a row



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Unique Identification Authority of India (UIDAI) has once again awarded first rank amongst all Group A Ministries, Departments and Autonomous Bodies for resolution of public grievances in the rankings report published by Department of Administrative Reforms and Public Grievances (DARPG) for November 2022. This is the fourth month in a row when UIDAI has topped the said rankings.

UIDAI's new Open-Source CRM (customer relationship management) system is enhancing user experience and improving service delivery to the residents. This system has the capability to support multiple channels like phone call, e-mail, chatbot, web portal, social media, letter, and walk-in through which the grievances can be registered, tracked and resolved effectively.

Through this new CRM system, UIDAI has moved towards centralized grievance handling mechanism. The UIDAI head quarter and its regional offices (ROs) are using common platform for CRM case creation and resolution through various channels.

UIDAI's newly launched Artificial Intelligence and Machine Learning (AI-ML) based Chatbot, 'Aadhaar Mitra' is also becoming popular among residents and has even featured in a popular TV quiz show hosted by a famous film star. Around 30,000 conversations on "Aadhaar Mitra" are happening on daily basis and it is expected to cross 50,000 figures, soon.

The new Chatbot comes with enhanced features like - check Aadhaar enrollment/update status, tracking of Aadhaar PVC card status, information on enrollment centre location etc. Residents can even register their grievances and track them using *Aadhaar Mitra*. "Aadhaar Mitra" is available in both English and Hindi languages.

UIDAI is constantly working to facilitate "ease of living" for residents and is further committed to strengthen its Grievance Redressal Mechanism towards an even more efficient service delivery.

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