

GOVERNMENT OF INDIA
MINISTRY OF PLANNING
RAJYA SABHA
UNSTARRED QUESTION NO-2710
ANSWERED ON-21.03.2013
problem in issuing Aadhaar Cards

2710 DR. PRABHA THAKUR

- (a) whether Government is aware of hurdles being created or problems being faced in the process of utility scheme like Aadhaar card;
- (b) whether despite of utmost efforts of States 'Government, implementation of this scheme is facing hurdles due to defective machines, lack of availability of forms, pretext of faulty machinery;
- (c) whether Government have made any concrete scheme to address all the aforesaid problems so that this scheme may be completely successful; and
- (d) if so the details thereof?

ANSWER

MINISTER OF STATE FOR PARLIAMENTARY AFFAIRS AND PLANNING

(SHRI RAJEEV SHUKLA)

(a) to (d): Enrolments under the Aadhaar project are carried out in partnership with various State/UT Governments/Financial Institutions/India Posts etc as Registrars. It is the responsibility of the Registrars to engage Enrolment Agencies, who set up Enrolment Centres. Availability of proper infrastructure such as access to public buildings for enrolment, electricity, availability of verifiers appointed by the Registrars, are some of the problems being faced during Aadhaar enrolments. The enrolment kit can also suffer breakdown because of tough working environment such as heat/dust/fluctuating electric current/mishandling during operation & transportation.

Unique Identification Authority of India (UIDAI) has therefore mandated that only biometric enrolment devices certified by Standard Testing Quality Control(STQC) (an agency of the Department of Electronics & Information Technology) be used for Aadhaar enrolment. Resident enrolment forms have been uploaded on UIDAI website for download and use by residents. As part of the Resident Enrolment Process, UIDAI has prescribed availability of technical personnel to fix on-site technical issues. UIDAI also offers technical support to its partners through a dedicated team at its Technology Centre in Bangalore. UIDAI also offers field coaching & on-line training support for operators and supervisors.