Problem in receiving Aadhaar Cards

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Shri Ashk Ali Tak

(a) whether it is a fact that a number of citizens are not able to service their Aadhaar Cards for several months even after they had fed their biometric data and some cyber cafes are taking advantage of the situation and extorting too much money for providing print outs of their Aadhaar Cards by downloading them ; and

(b) if so, the action plan of Government to deal with such a situation ?

<div align="center">ANSWER</div>

MINISTER OF STATE FOR PARLIAMENTARY AFFAIRS AND PLANNING

(SHRI RAJEEV SHUKLA)

(a)&(b): A number of instances have been reported where residents have complained of non-receipt of Aadhaar letters after generation and printing, due to delays at Post Offices, including cases of dumping of letters etc.

Various measures have been initiated to remedy the problem, such as: closer co-ordination with the Department of Posts; launching of e-Aadhaar portal for issuance of Aadhaar letter in pdf format; and, usage of Short Messaging Service (SMS) for communication of Aadhaar number to the registered mobile numbers of the residents etc. Residents can also download and print Aadhaar letters through Common Service Centres set up by Department of Electronics and Information Technology.

The Department of Posts monitors the delivery of the Aadhaar letters, and has issued instructions to all the Postal Circles for their smooth and timely delivery.