

GOVERNMENT OF INDIA  
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY  
**RAJYA SABHA**  
**UNSTARRED QUESTION NO. 1371**  
TO BE ANSWERED ON 29-12-2017

**GRIEVANCES MADE TO UIDAI**

**1371. SHRIMATI VANDANA CHAVAN:**

Will the Minister of ELECTRONICS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) the number of grievances that have been made to the Grievance Redressal Mechanism run by the UIDAI, since 29 September, 2010, month and State-wise, in the format in which it is held by UIDAI; and
- (b) the details of the categorisation of all grievances made to the UIDAI and how many were related to technology issues/ or related to registrars, etc., in the format in which it is held by UIDAI?

**ANSWER**

MINISTER OF STATE FOR ELECTRONICS AND INFORMATION TECHNOLOGY  
(SHRI ALPHONS KANNANTHANAM)

(a) and (b): Unique Identification Authority of India (UIDAI) maintains Aadhaar Sampark Kendra wherein residents can approach UIDAI vide multiple channels viz. Phone, email, and website. Aadhaar Contact Centre agents receive calls/emails from residents seeking information on Aadhaar enrolment / updation centres, status of their enrolment / updation request or non-receipt of Aadhaar letter, non-receipt of OTP, which are largely information seeking. These queries are responded by Aadhaar Contact Centres agents based on information available. Categorization of all interactions as information / queries or grievances is not maintained or held by UIDAI.

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