

GOVERNMENT OF INDIA  
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY  
**LOK SABHA**  
**UNSTARRED QUESTION NO. 1661**  
TO BE ANSWERED ON 27.07.2022

**COMPLAINTS REGARDING AADHAAR SERVICE KENDRAS**

**1661. SHRI SHIVAKUMAR C. UDASI:**  
**SHRI SUDHAKAR TUKARAM SHRANGARE:**  
**SHRI RANJEETSINGH HINDURAO NAIK NIMBALKAR:**  
**SHRI SUNIL KUMAR SINGH:**  
**SHRI ARUN SAO:**  
**SHRI VIJAY BAGHEL:**  
**SHRI SUNIL KUMAR SONI:**

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

- (a) whether the Government has received a number of complaints regarding impropriety, charging fee for free services or in excess to prescribed fee by Aadhaar Service Kendras (ASKs);
- (b) if so, the details thereof along with the reasons therefor; and
- (c) the fresh steps taken by the Government to streamline the delivery of services at ASKs and also improve the interface between consumers and service providers?

**ANSWER**

MINISTER OF STATE FOR ELECTRONICS AND INFORMATION TECHNOLOGY  
(SHRI RAJEEV CHANDRASEKHAR)

(a): Yes Sir.

(b): During the year 2021-22, UIDAI has processed approximately 20 Crore Aadhaar enrolment/ update transactions. During this period, UIDAI has received around 15,000 grievances regarding impropriety, charging fee for free services or in excess to prescribed fee etc. After conducting inquiry, action has been taken on 880 operators.

Daily more than 6 lakh enrolments/ updates are carried out by the residents across the country through various UIDAI Registrars like State Govt. Departments, India Post, Banks, BSNL, CSC etc. In view of such huge number of daily transactions, despite the best efforts of the Registrars, the complaints/ grievances are also being received.

(c): In order to streamline the delivery of services at ASKs and to improve the interface between consumers and service providers, UIDAI has strengthened following Standard Operating Procedures (SOPs):

(i) Guidelines to prevent and deal with fraudulent enrolments / updates done by Operators, (ii) Out Bound Dialing (OBD) survey by calling other residents, who have availed service from that Aadhaar Service Kendras (ASK) to ascertain the veracity of complaints and (iii) Periodic and regular inspection of ASKs by the Registrars as well as Regional offices of UIDAI.

Further, UIDAI provides regular training through its Registrars and Regional Offices to the Aadhaar Operators on behavioral aspects and proper process to be followed during enrolment.

UIDAI is expanding its reach to add new Registrars and open additional Aadhaar Service Kendras. At present more than 57,000 Aadhaar Kendras are functional throughout India. In addition, during 2021, UIDAI has on boarded India Post Payments Bank (IPPB) as Registrar and they are offering Child Aadhaar Enrolment (0-5 age group) and mobile number update services through its mobile/ tablet based Child Enrolment Lite Client (CELC). At present approximately 34,500 Tablet/ Mobile based CELC Kit are functioning under various Registrars.

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