

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
LOK SABHA
UNSTARRED QUESTION NO. 2853
TO BE ANSWERED ON: 06.08.2025

ISSUES IN BIOMETRIC VERIFICATION OF AADHAAR CARDS

2853. SHRI RAJA A:

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

- (a) whether there are any complaints received about issues arising out of biometric verification of aadhaar cards for the beneficiaries and if so, the details thereof;
- (b) whether any survey conducted to find out the extent of rejection of benefits to genuine beneficiaries under various schemes due to non-clearance in biometric verification and if so, the details thereof;
- (c) whether any review made to resolve the issues, since many common people especially ladies and senior citizens are affected as verification is not completed due to faint fingerprints and the verification instrument having old version etc.; and
- (d) if so, the details thereof and if not, the reasons therefor?

ANSWER

MINISTER OF STATE FOR ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI JITIN PRASADA)

(a) to (d): The Unique Identification Authority of India (UIDAI) issues Aadhaar, a 12-digit unique identification number, to residents based on their biometric and demographic data.

Aadhaar serves as a digital identity for accessing various services through authentication carried out by the respective organizations providing those services. As on date, about 142 crore Aadhaar numbers have been issued and more than 13,000 crore authentications have been carried out by various organisations.

The Aadhaar Act mandates every organisation to inform the Aadhaar holder of alternative and viable means of identification, and not deny any service to him for refusing or being unable to undergo Aadhaar authentication.

UIDAI has institutional mechanisms to address the issues related to fingerprint-based biometric authentication, which are often attributed to factors such as biometric lock, worn-out fingerprints due to old age, or manual labour-intensive occupations.

To address these issues and facilitate easy identity verification, UIDAI offers multiple modes of authentication, including:

- Demographic authentication
- One-Time Password (OTP) based authentication

- Biometric authentication using face, fingerprint and iris
- QR code scanning (offline verification)

UIDAI often undertakes following initiatives to improve these modes of authentication:

- Training of operators
- Promotion of face and iris authentication for residents with worn fingerprints
- Regular updates of deployed devices and software
- Encouraging best finger detection by requesting organisations to enhance fingerprint match accuracy

In addition, UIDAI conducts workshops and media campaigns to raise awareness about:

- Availability and use of alternate modes of authentication
- Importance of periodic biometric updates by Aadhaar holders

UIDAI's face authentication is especially beneficial for senior citizens and manual labourers who often face challenges with fingerprint-based authentication.
