

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
LOK SABHA
UNSTARRED QUESTION NO. 512
TO BE ANSWERED ON: 03.12.2025

COMPLAINTS REGARDING AADHAAR

512. SHRI ARUP CHAKRABORTY:

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

- (a) the details of the channels for reporting complaints on any aspect of Aadhaar including queries about Aadhaar registration, Aadhaar generation, fraudulent Aadhaar authentication mails, biometrics not working, updation of details, incorrect details captured, overcharging by enrollment agencies/registrars, etc.
- (b) the monthly details of number of complaints received, closed and pending via each channel during the last year;
- (c) the number of customer service executives occupied full time for the same; and
- (d) the details of escalation channels when regular channels are unreachable or slow or unable to solve reported issues?

ANSWER

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

(a) to (d): Aadhaar is the world's largest biometric identity system with more than 134 crore registrations so far. It has completed more than 16,000 crore authentication transactions.

Unique Identification Authority of India (UIDAI) provides various channels for the residents to report their grievances related to Aadhaar enrolment, updates and other services. Such channels include:

- i. Toll-free helpline (1947)
- ii. Email
- iii. Aadhaar Mitra Chatbot
- iv. Letter/Post
- v. Web Portal
- vi. Walk-in at Regional Offices
- vii. Social Media
- viii. CPGRAMS(Centralized Public Grievance Redress and Monitoring System)

The details of above channels are given in **Annexure-A**.

Approximately 500 Customer Service Executives, handle redressal of grievances received via the Toll-Free Number (1947) and email channels.

Annexure - A

Grievances Redressal Mechanism

The detailed information about various available channels is as below:

SL. No.	Channel	Description
1.	Toll Free Number - 1947	<p>UIDAI Contact Center consists of a self-service IVRS (Interactive Voice Response system) and Contact Center Executive based assistance provided through Toll Free Number- 1947. It provides support in 12 languages (Hindi, English, Telugu, Tamil, Kannada, Malayalam, Assamese, Bengali, Gujarati, Marathi, Punjabi, Odia).</p> <p>IVRS services are available in self service mode on 24X7X365 basis and such services include enrolment or update status, know Aadhaar number using Enrolment ID, check complaint status by entering their Service Request Number, verify Aadhaar number, check status of PVC Aadhaar card, locate Enrollment Center and book appointment for visiting Aadhaar Seva Kendra.</p> <p>Contact Center Executive based assistance is available all days except 03 National Holidays.</p>
2.	Chatbot (Aadhaar Mitra) – https://uidai.gov.in	An AI/ML based chatbot is trained to respond to the Individual’s grievance. Chatbot also has additional features like locate Aadhaar Center, Check Aadhaar enrolment/ update status, Check PVC Card Order status, Grievance and Feedback, Check Grievance / Feedback Status, Locate Enrolment Center, Book an Appointment and Video Frame Integration.
3.	Through web portal	Individual can lodge their grievance and check the status on UIDAI’s website (https://www.uidai.gov.in & https://myaadhaar.uidai.gov.in/).
4.	Through Email help@uidai.gov.in	Individuals can send email to help@uidai.gov.in for any grievance related with Aadhaar services.

5.	Walk-In at Regional Offices	Individual can walk in to the respective Regional Offices in their State for submission their grievances related to Aadhaar.
6.	Letter/ Post	Grievances may be lodged in UIDAI HQs or ROs through post/hardcopy.
7.	Social Media	Grievances may be lodged through multiple social media platforms like Twitter, Facebook, You tube, Instagram etc. Individual can upload a post related to their concern/grievance tagging the UIDAI or DM(Direct Message) the support page on different social media streams.
8.	Through Public Grievance Portal (CPGRAMS) of the Government of India	Centralized Public Grievance Redress and Monitoring System (CPGRAMS) is an online platform available for the citizens 24x7 to lodge their grievances to the public authorities on any subject, including grievances related to Aadhaar.
