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UIDAI opens new grievance redressal centre at Thiruvananthapuram, Kerala

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Posted On: 31 MAR 2023 7:20PM by PIB Thiruvananthapuram

The Regional Office Bengaluru of the Unique Identification Authority of India (UIDAI) has opened a new 'Grievance Redressal Centre' at Kerala State Office, Thiruvananthapuram in sync with its commitment to deliver better experience to Aadhaar holders.

This Grievance Redressal Centre has commenced functioning since 29th March 2023 and is located at the ground floor of the recently opened Kerala State UIDAI office at Doorsanchar Bhavan,

PMG Junction, Thiruvananthapuram. Centrally located and accessible to all, this new centre is well equipped to redress the Aadhaar related grievances of residents.

Dr. Saurabh Garg, CEO, UIDAI appreciated the pro-active efforts put in by Regional Office Bengaluru and the state office in Kerala for improving the service experience of residents pro-actively. Dr. Garg underlined that the adoption and usage of Aadhaar is growing continuously across sectors. He highlighted that UIDAI and all its offices are committed to residents' welfare.

Cumulatively, UIDAI has issued over 1.36 billion Aadhaars so far. On an average, 70 million Aadhaar authentication transactions are happening every day, indicative of how it is touching millions of lives and facilitating ease of living for the residents.

Residents can visit the grievance redressal centre at Thiruvananthapuram on all working days from 09.30 am to 06.00 pm; or contact through telephone number 0471-2990710 ; or e-mail to helpdesk-sokl@uidai.net.in for grievances redressal.

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(Release ID: 1912664) Visitor Counter : 384