

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
LOK SABHA
UNSTARRED QUESTION NO. 2340
TO BE ANSWERED ON 01.08.2018

ENROLLING AGENCIES FOR UIDAI

2340. SHRI RABINDRA KUMAR JENA:

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

- (a) the number of enrolling agencies/ registrars which UIDAI has appointed for the purposes of collecting information required to issue Aadhaar numbers;
- (b) the list of registrars/enrolling authorities whose services the UIDAI has suspended or whose services have otherwise been terminated since September, 2010;
- (c) whether any reasons for the termination of their services have been recorded by the UIDAI, if so, the details thereof and if not, the reasons therefor;
- (d) the number of complaints the UIDAI has received against enrolling agencies/registrars till date; and
- (e) whether UIDAI has a list of all the complaints received along with the action taken on each case, if so, the details thereof and if not, the reasons for not maintaining such a list?

ANSWER

MINISTER OF STATE FOR ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI S. S. AHLUWALIA)

(a): Unique Identification Authority of India (UIDAI) has appointed 212 Registrars as per provisions of Regulation 21 of Aadhaar (Enrolment & Update) Regulations, 2016. The registrars have engaged 667 enrolling agencies for carrying out Aadhaar enrolment/ updation services.

(b) and (c): The list of Registrars/ Enrolling agencies whose services were suspended / terminated is at Annexure.

The reasons for suspending the enrolment operations / not extending the MoU/ not extending the empanelment are violations of UIDAI processes/ non-adherence to security provisions/ non compliance to Aadhaar Act, 2016 and the Regulations framed thereunder.

(d) and (e): As per provisions contained under Regulation 32 of Aadhaar (Enrolment and Updation) Regulations) 2016, UIDAI has set up contact centres for grievance/ complaint redressal accessible to residents through toll free numbers and emails. On an average, more than 2 lakhs calls and e-mails are received everyday pertaining to general queries of Aadhaar generation status, enrolment, updation issues etc., most of which are resolved during the call

itself. Remaining complaints / grievances are resolved as per existing mechanism. Issues related to Registrars and Enrolling agencies are largely information seeking.

Annexure

Sl	Name of Registrar
1	CSC e-Governance
2	National Co-operative consumers Federation of India Limited (NCCF)
Sl	Name of Enrolling agency
1	M/s Madras Security Printer
2	M/s 4-G Identity solutions
3	M/s Infrastructure Leasing and Financial Services Ltd. (IL &FS)
4	M/s e-centric solutions
5.	M/s Multiwave Innovations Pvt Ltd.
6	M/s Alankit Assignment Limited
7	M/s Krishnauram Shiksha Evam Jan Kalyan Samiti
8	M/s Amar Constructions
9	M/s Vedavaag Systems Limited
10	M/s Calance Software Pvt. Limited
11	M/s Conatus Infocom Pvt Limited
12	M/s Prakash Computer Services
13	M/s Shri Ramraja Sarkar Lok Kalyan Trust
14	M/s Synapses Solutions

15	M/s Estex Telecom Pvt. Ltd.
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