

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
RAJYA SABHA
UNSTARRED QUESTION NO. 1198
TO BE ANSWERED ON 29.07.2021

RETRIEVAL OF AADHAAR NUMBER

1198. SMT. ROOPA GANGULY:

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

- (a) whether there is any other means for Aadhaar card number retrieval, without mobile numbers or email-ID, the details thereof;
- (b) in case the Aadhaar card number is lost, the persons responsible for providing benefits under welfares schemes, the details thereof;
- (c) whether there is a Citizen Charter for UIDAI; and
- (d) if so, the details thereof?

ANSWER

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

(a): Yes, Sir.

- I. In case a resident loses/forgets his Aadhaar number, the Aadhaar ecosystem has processes for finding or retrieving Aadhaar number without mobile numbers or email id. The process to be followed is detailed below:-
 - i) By calling UIDAI toll-free number 1947 and providing them demographic details:** The resident can call 1947 and provide his correct demographics details like Name, Date of Birth, State, District, PIN code, phone number etc. After verifying the same, the UIDAI Customer Care executive shall provide the EID number to the resident. Once the EID number is available, a resident can retrieve the Aadhaar number by calling 1947 and providing the EID number and PIN code.
 - ii) By visiting Aadhaar enrolment centre to authenticate with biometric data:** Resident could visit Aadhaar enrolment centre and provide EID or demographic details like Name, Gender, District, & PIN code (mandatory) and C/o & year of Birth (additional) along with biometric authentication (in both cases), the resident can obtain print out of e-Aadhaar from the center.
- II. However if mobile number /email id is registered, a resident can simply log in at the UIDAI portal (<https://resident.uidai.gov.in/lost-uideid>) and enter basic details like full name and registered mobile number or e-mail address. On submitting the received OTP on registered

mobile number or e-mail id, the UID Number is sent to Registered Mobile Number or e-mail ID as per input.

(b): Regardless of Aadhaar number not available or lost, the agencies who are implementing the welfare schemes are accountable to provide benefits based on the alternate and viable means of identification. In this regard, it may be noted that section 7 of the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 has a provision to have alternate and viable means of identification for delivery of subsidy, benefit or service to even those individuals who have not been assigned any Aadhaar number. All the notifications/circulars, issued by various Ministries/Departments of Government of India, have clearly outlined that lack of Aadhaar by any individual will not prevent delivery of any service, subsidy or benefit.

In order to provide more clarifications on requirement of Aadhaar in respect of specific cases, Unique Identification Authority of India (UIDAI), Department of Food and Public Distribution and Direct Benefit Transfer (DBT) Mission have issued the following circulars: 1. UIDAI circular dated 24.10.17 on "Exception handling in PDS and other welfare schemes" 2. Ministry of Food and Public Distribution letter dated 24.10.17 on "Exception handling in PDS and other welfare schemes" 3. DBT Mission, Cabinet Secretariat circular dated 19.12.2017 on "Exception handling".

(c) and (d): Yes, Sir. The Citizen's Charter is made available for general public on the official website of UIDAI at the following link:
https://uidai.gov.in/images/UIDAI_Citizens_Charter.pdf
