

GOVERNMENT OF INDIA  
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY  
**LOK SABHA**  
**STARRED QUESTION NO.\*534**  
TO BE ANSWERED ON 04-04-2018

**AADHAAR LINKAGE**

**\*534. SHRI KAPIL MORESHWAR PATIL:**

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

- (a) whether the Government is aware of the grave inconvenience and difficulties being faced by the senior citizens in getting their Aadhaar linked to various services on account of biometric machines failing to read their fading finger prints and the service providers advising them to get their finger prints re-verified again and again;
- (a) if so, the details thereof along with the steps taken by the Government to help and facilitate the senior citizens to end their plight; and
- (c) the outcome thereof?

**ANSWER**

MINISTER OF ELECTRONICS AND INFORMATION TECHNOLOGY  
(SHRI RAVI SHANKAR PRASAD)

(a) to (c): A statement is laid on the Table of the House.

**STATEMENT REFERRED TO IN REPLY TO LOK SABHA STARRED  
QUESTION NO.\*534 FOR 04.04.2018 REGARDING AADHAAR LINKAGE**

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(a), (b) and (c): Aadhaar Authentication using fingerprint depends upon number of factors viz. quality of fingerprint, network connectivity, placement of finger etc. However, few senior citizens, persons engaged in manual labour or individuals with specific disabilities may face difficulties in fingerprint authentication.

UIDAI provides various modes of authentication viz Demographic, Biometric (Finger Print + IRIS), OTP and Multi-factor authentication. The Service Provider may choose suitable mode(s) of authentication.

As per para 14(1)(i) of Aadhaar (Authentication) Regulation 2016, a requesting entity has to implement exception-handling mechanisms and back-up identity authentication mechanisms to ensure seamless provision of authentication services to Aadhaar number holders.

Further, DBT Mission, Cabinet Secretariat vide their letter dated 19.12.2017 has issued guidelines on exception handling for use of Aadhaar in benefit schemes of Government, which inter-alia has stipulated the following mechanism in respect of cases where Aadhaar authentication fails:

- i. Departments and Bank Branches may make provisions for IRIS scanners along with fingerprint scanners, wherever feasible.
- ii. In cases of failure due to lack of connectivity, offline authentication system such as QR code bases coupons, Mobile based OTP or TOTP may be explored.
- iii. In all cases where online authentication is not feasible, the benefit/ service may be provided on the basis of possession of Aadhaar, after duly recording the transaction in register, to be reviewed and audited periodically.

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