GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
LOK SABHA
UNSTARRED QUESTION NO. 3989
TO BE ANSWERED ON 18.03.2020

MISTAKES IN AADHAAR CARD

3989. SHRI SANGAM LAL GUPTA:
         SHRI RAVINDRA KUSHWAHA:
         SHRI RAVI KISHAN:
         SHRI CHANDRA PRAKASH JOSHI:

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

(a) whether the Government has taken note of the fact that operators are committing mistakes while entering/recording data of people applying/updating for Aadhaar Card across the country and if so, the details thereof along with the action taken by the Government thereon; and

(b) the difficulties faced by the people as a result of these mistakes by operators and the reaction of the Government thereto?

ANSWER

MINISTER OF STATE FOR   ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI SANJAY DHOTRE)

(a) and (b): Errors can occur in the process of entering of data of residents for Aadhaar enrolment and update.

Unique Identification Authority of India (UIDAI) has placed robust quality check and process at the enrolment centre and in the UIDAI data centre with emphasis on corrective measures by imparting training to the operators. As per UIDAI's guidelines, at the time of enrolment/update, data entered by Enrolment Operator is shown to the resident and correction is made by the operator as pointed out by the resident.

UIDAI has a policy under which payment is made to the enrolment agencies for successful enrolments and mandatory biometric updates only. Further, erring operators committing mistakes more than the threshold limit are suspended and financial disincentives imposed on UIDAI's Registrars.

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