

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
RAJYA SABHA
UNSTARRED QUESTION NO. 1352
TO BE ANSWERED ON 22.09.2020

AADHAAR RELATED TECHNICAL GLITCHES

1352 DR. AMAR PATNAIK:

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

- (a) whether Government has taken cognizance of the issue of Aadhaar related denials of rations, pensions, MNREGA wages and health services/insurance;
- (b) the steps taken by Government to address the aforementioned issue; and
- (c) whether Government has any plans to compensate all NFSA beneficiaries, pension beneficiaries and MNREGA workers for the period in which they lost their entitlements or wages due to non-seeding or non-authentication of Aadhaar or other technical reasons?

ANSWER

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

(a) to (c): There may be Aadhaar authentication failure due to poor network connectivity, biometric mismatch, demographic mismatch, invalid OTP value, incorrect Aadhaar number, etc. However, no resident can be denied benefits on the basis of Authentication failure. The following steps have been taken in this regard:

- 1) UIDAI had issued a circular dated 24.10.2017 regarding "Exception handling in Public Distribution Services and other Welfare Schemes" (<https://uidai.gov.in/legal-framework/acts/circulars.html>) addressed to all Ministries/ Departments of Government of India and State Governments, which, inter-alia, stipulated exception handling mechanism and back up identity authentication mechanism for implementation to ensure seamless delivery of subsidy, benefit or service to the beneficiaries.
- 2) DBT Mission, Cabinet Secretariat, vide their letter dated 19.12.2017, had also issued guidelines on exception handling for use of Aadhaar in benefit schemes of Government to all Ministries/ Departments of Government of India and State Governments (available at URL: https://dbtbharat.gov.in/data/om/Aadhaar_Exception_Handling_OM_19122017.pdf), which inter-alia mentions the mechanism for extending benefits to beneficiaries who do not possess Aadhaar.

Further, these guidelines mention 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 based 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.
