GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
RAJYA SABHA
UNSTARRED QUESTION NO. 885
TO BE ANSWERED ON 09-02-2018

**APPELLATE MECHANISM AGAINST UNSATISFACTORY
RESPONSE BY AADHAAR CENTRES**

885.   SHRI RAJEEV CHANDRASEKHAR:

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

(a) whether the Grievance Redressal Mechanism as mentioned in the Aadhaar (Enrolment
and Update) Regulations provide for an appellate mechanism to allow residents to appeal
against an unsatisfactory response provided by the contact centre; and

(b) if so, the procedures and processes pertaining to this appellate mechanism, if not, the
reasons therefor?

ANSWER

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

(a) and (b): Regulation no. 32 (Setting up of a contact centre for grievance redressal) of
Aadhaar (Enrolment and Update) Regulations, 2016, does not provide for Appellate
Mechanism.

The contact centres run by Unique Identification Authority of India (UIDAI) caters to
queries/ grievances received from residents through phone, e-mails and website. The queries/
grievances are resolved by the agents based on the information available in CRM (Customer
Relation Management) Database at that point of time. In case, resident is not satisfied with
replies provided by agent, he/she may ask to speak to the supervisor of the Contact Centre.

In case, there is no information available in the database, the queries/grievances are
forwarded to Regional Office Technology Centre, Authentication Division, etc (functional
division concerned) for providing resolution to resident directly through CRM system.

Additionally, UIDAI also maintains and run an escalated grievance handling system operated
and closely monitored by UIDAI Headquarters wherein e-mails addressed to UIDAI officials
or escalated grievances are addressed.

Residents often approach UIDAI through other grievance redressal mechanism like, Public
grievance portal, RTI, etc., in case they need more information or are not satisfied with
replies provided by Aadhaar contact centre.

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