

GOVERNMENT OF INDIA  
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY  
**LOK SABHA**  
**UNSTARRED QUESTION NO. 3236**  
TO BE ANSWERED ON 09.08.2023

**MISUSE OF AADHAAR CARDS**

**3236. SHRI MOHANBHAI KALYANJI KUNDARIYA:**  
**SHRI ANIL FIROJIYA:**  
**SHRI DIPSINH SHANKARSINH RATHOD:**

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

- (a) whether the Government has launched a special official website or mobile app to make and use Aadhaar card and if so, the details thereof;
- (b) whether the Government has provided any toll free helpline number to register complaints about fake Aadhaar Cards or to provide information about the use of Aadhaar card and if so, the details thereof;
- (c) whether the Government has launched any online portal or issued e-mail Id to register complaints on the use of Aadhaar card and if so, the details thereof;
- (d) whether the Government has constituted a special investigation team to nab and control misuse of Aadhaar cards and if so, the details thereof along with the action taken by them thereon;
- (e) whether the Government has started an awareness campaign against fraudulent use of Aadhaar card so that people can recognise it and be alert to protect themselves; and
- (f) if so, the details thereof along with the steps taken by the Government in this regard?

**ANSWER**

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

(a): No, Sir.

(b): UIDAI has provided a dedicated toll-free helpline (telephone number 1947) for handling resident's queries and grievances related to Aadhaar and its services.

(c): Complaints can be filed using UIDAI's myAadhaar portal, on the link <https://myaadhaar.uidai.gov.in/file-complaint>. Further, complaints can be emailed to the email id [help@uidai.gov.in](mailto:help@uidai.gov.in).

(d): As per the provisions of the Code of Criminal Procedure, 1973, investigation of cognizable offences is to be done by the police, and as per the Seventh Schedule to the Constitution, "Police" is a State subject. As such, States are primarily responsible for the investigation of various cognizable offences relating to misuse of Aadhaar through State police departments, which undertake investigation and penal action as per law.

(e) and (f): UIDAI undertakes awareness activities through its official social media handles/channels on an ongoing basis to make the general public aware regarding the care that should be exercised to safeguard themselves against fraudulent use. Further, such activities are also undertaken through advertisements in the print media, radio campaigns and press releases.

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