

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
LOK SABHA
UNSTARRED QUESTION NO. 613
TO BE ANSWERED ON: 06.12.2023

UPDATION OF AADHAAR DETAILS

613. SHRI SYED IMTIAZ JALEEL:

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

- (a) whether the Government is aware of the fact that Aadhaar updating centres in the country and especially in rural areas are charging the exorbitant prices for updating the biometrics, demographic information etc;
- (b) if so, the details thereof;
- (c) whether the Government has allowed the private entities to update the Aadhaar number of the citizens and if so, the details thereof, State/ UT-wise;
- (d) whether the Government has taken any steps to ensure that the Aadhaar details of the citizens are not misused by the private entities during the updation process; and
- (e) if so, the details thereof and if not, the reasons therefor?

ANSWER

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

(a) and (b): UIDAI has placed an obligation on all Aadhaar operators not to overcharge for Aadhaar services including update of biometric and demographic details. However, if any report on overcharging is received, the same is enquired and if established, a financial penalty of ₹ 50,000 is imposed on the enrolment Registrar concerned and the operator is suspended.

To facilitate reporting of overcharging, following mechanism has been put in place, which any user can use to report overcharging for any violation by Aadhaar operator:

- (i) An easily accessible grievance redressal mechanism is in place to enable persons to report any grievance related to enrolment, update or authentication through a call to the toll-free number 1947, email to help@uidai.net.in, chatbot (Aadhaar Mitra), web portal, seven major social media channels, letter and walk-in at UIDAI's Regional Offices.
- (ii) Every such grievance is logged and a unique reference number is provided to the person reporting her/his grievance to enable tracking till closure of follow-up on the grievance. Grievances are entertained in English as well as 12 major Indian languages.
- (iii) To ascertain the facts regarding grievances related to overcharging and to proactively detect such delinquent conduct, UIDAI has adopted a Standard Operating Procedure (SOP) for conducting outbound calling survey from UIDAI's call centre through which feedback is gathered from persons who have undergone the process of enrolment or update.
- (iv) As per the SOP, UIDAI call centre undertakes both periodic, random-sampling based and complaint-based surveys to detect and ascertain facts regarding overcharging by Aadhaar centre operators.

(c): No sir. Enrolment and update of information of an Aadhaar number is done through a network of Registrars and enrolment agencies, which are departments of Central Government and State Governments, public sector companies, Scheduled banks and regulated entities, including CSC e-Governance Services India Limited and other special purpose vehicles created by the Central Government or State Governments.

(d) to (e): Does not arise; however, UIDAI has in place robust arrangements to ensure that the information of an Aadhaar number is not misused during the enrolment and update process, including, *inter alia*, the following:

(i) Enrolment agencies are selected on the basis of rigorous selection criteria.

(ii) An individual is enrolled by a UIDAI-certified operator using UIDAI's software by a controlled, non-repudiable and secure process, after selection on the basis of a rigorous examination and testing process.

(iii) The operator authenticates every enrolment through her/his own fingerprints and Aadhaar number. In the process, a complete account is maintained as to which operator enrolled whom, where and when, so that in case of any default, accountability of the enrolment operator and enrolment agency may be readily fixed. Software does not permit any storage or retention of data with the enrolling entity.

(iv) All enrolment data, including biometrics, are encrypted using a 2,048-bit encryption key at the time of the enrolment and are not accessible to any agency except UIDAI, which alone can access the data through a secure decryption key available with it.
