

**GOVERNMENT OF INDIA
MINISTRY OF SOCIAL JUSTICE AND EMPOWERMENT
LOK SABHA**

**UNSTARRED QUESTION NO. 5129
TO BE ANSWERED ON 24.03.2026**

EXCLUSION OF DISADVANTAGED SECTIONS

†5129. SHRI RAKESH RATHOR:

Will the Minister of SOCIAL JUSTICE AND EMPOWERMENT be pleased to state:

(a) whether the Government possess any data regarding the number of beneficiaries who have been deprived of various welfare schemes due to errors in Aadhaar validation, failure in biometric authentication or a lack of digital literacy, if so, the details thereof;

(b) the number of beneficiaries from Scheduled Castes, Scheduled Tribes, Other Backward Classes and Persons with Disabilities were deprived of scheme benefits due to technical or authentication-related errors, during the last three years;

(c) whether any independent evaluation or audit been conducted by the Government to ensure the availability and inclusivity of digital services, if so, the details thereof; and

(d) the safeguards and alternative arrangements have been implemented by the Government to ensure that no inequality occurs against the deprived and vulnerable sections of society, due to the digital system?

ANSWER

**MINISTER OF STATE FOR SOCIAL JUSTICE AND EMPOWERMENT
(SHRI RAMDAS ATHAWALE)**

(a) & (b): Aadhaar-based verification has been introduced to strengthen welfare schemes' delivery systems by ensuring transparency, efficiency and timely disbursement of benefits under various schemes of the Department to the eligible beneficiaries thereby supporting them. In cases where beneficiaries face issues related to Aadhaar validation or biometric authentication under Direct Benefit Transfer (DBT) components, rectification of such errors is ensured so that no beneficiary is deprived of the benefits. Moreover, separate helplines are being run by the National Scholarship Portal team to handle the scholarship related grievances. PFMS also addresses the concerns through its own grievance redressal mechanisms.

(c) & (d): The Department undertakes periodic review of the implementation of the Schemes through third party evaluation studies. Ministry has also taken various steps such as

advertisements in National and Regional Newspapers, running Social Media campaigns, follow up with States/UTs. The scheme guidelines incorporate safeguards to ensure that digital processes do not disadvantage vulnerable sections of the society. In cases of Aadhaar authentication failure, alternative mechanisms for identity verification are provided to ensure that eligible beneficiaries are not excluded.

The scheme guidelines also provide for facilitation support through institutions and designated authorities to assist beneficiaries in the application process. Provisions relating to reservations for girls and persons with disabilities, along with a structured grievance redressal mechanism at multiple levels, further ensure equitable access and inclusion.
