

GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY
LOK SABHA
UNSTARRED QUESTION NO. 37
TO BE ANSWERED ON 07.12.2022

AADHAAR CARD CENTRES

37. SHRI DILIP GHOSH:

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

(a) the details of the number of centres operational for issuing/updating Aadhaar Cards in the country, State/ UT-wise particularly in West Bengal;

(b) the details of new Aadhaar enrolment, updation, figures in West Bengal during the last three years, district wise;

(c) whether there is any mechanism or system through which Aadhaar related grievances/inconveniences/ allegation can be submitted and if so, the details thereof;

(d) the details of any corruption cases/complaints or irregularities received during the last five years from West Bengal and the steps taken by the Government in this regard; and

(e) the details of total funds allocated by the Government to the State of West Bengal for Aadhaar Card services, if any and its utilization thereof?

ANSWER

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

(a): Over 65,000 Aadhaar centres were operational across the country as on 30.11.2022, comprising 88 Aadhaar Seva Kendras run by the Unique Identification Authority of India and other centres run by various Registrars appointed by the Authority, such as various Ministries and Departments of the Central Government, State Governments, CSC e-Governance Services India Limited, banks and UTI Infrastructure Technology and Services Limited. In addition, the facility of enrolment of children below the age of five years and update of mobile number is also available through around 33,000 handheld mobiles and tablets, which are operated by postmen, hospital staff, etc. The State-and Union-territory-wise details of such centres, handheld mobile or tablets and Aadhaar Seva Kendras are at Annexure-1.

(b): During the years 2020, 2021 and 2022 (till October), the number of new Aadhaar generated in the State of West Bengal was approximately 51.75 lakh, and the number of updates done was approximately 3.49 crore. District-wise details are at Annexure-2.

(c): Yes, sir. The Authority has provided a facility for residents to give their suggestion and feedbacks, or to complain through various channels, such as by calling a toll-free number (1947), emailing to help@uidai.gov.in, lodging complaints through the Authority's portal or writing to the Authority's offices. Details of the Authority's grievance redressal mechanism are at <https://uidai.gov.in/en/contact-support/have-any-question/313-english-uk/faqs/about-uidai/grievance-redressal-mechanism.html>.

(d): Details of complaints received against operators from the State of West Bengal are as under:

Year	Number of grievance received
2017	289
2018	321
2019	142
2020	112
2021	287
2022	72
Total	1,223

In 133 instances out of the above grievances, operators were found to be involved in corrupt practices. They were suspended, along with imposition of financial penalty.

(e): The Authority provides financial assistance to State Governments for procurement of Aadhaar enrolment kits. An amount of Rs. 10.23 crore was allotted to the State of West Bengal in the financial year 2021-22 for procurement of 682 Aadhaar enrolment kits.

**Annexes referred to in the reply to Lok Sabha unstarred question no. 37, to be answered on
7.12.2022**

Annex- 1

Aadhaar centres

State / Union territory	Aadhaar centres
Andaman and Nicobar Islands	23
Andhra Pradesh	3,151
Arunachal Pradesh	94
Assam	2,187
Bihar	3,598
Chandigarh	104
Chhattisgarh	1,738
Dadra and Nagar Haveli and Daman and Diu	42
Delhi	749
Goa	81
Gujarat	3,264
Haryana	1,580
Himachal Pradesh	750
Jammu and Kashmir and Ladakh	854
Jharkhand	2,733
Karnataka	2,981
Kerala	2,530
Lakshadweep	14
Madhya Pradesh	3,917
Maharashtra	7,430
Manipur	491
Meghalaya	376
Mizoram	99
Nagaland	115
Odisha	2,619
Puducherry	87
Punjab	2,049
Rajasthan	3,917
Sikkim	29
Tamil Nadu	3,367
Telangana	1,686
Tripura	221
Uttar Pradesh	8,857
Uttarakhand	762
West Bengal	2,992
Total	65,487

Source: Unique identification Authority of India

Handheld mobiles and tablets

State / Union territory	Handheld mobiles and Tablets
Andaman and Nicobar Islands	3
Andhra Pradesh	2,732
Arunachal Pradesh	11
Assam	191
Bihar	903
Chandigarh	29
Chhattisgarh	700
Dadra and Nagar Haveli and Daman and Diu	9
Delhi	188
Goa	68
Gujarat	1,537
Haryana	396
Himachal Pradesh	642
Jammu and Kashmir and Ladakh	283
Jharkhand	559
Karnataka	3,437
Kerala	1,455
Lakshadweep	0
Madhya Pradesh	1,749
Maharashtra	3,370
Manipur	49
Meghalaya	15
Mizoram	21
Nagaland	16
Odisha	1,998
Puducherry	8
Punjab	302
Rajasthan	2,240
Sikkim	6
Tamil Nadu	2,797
Telangana	833
Tripura	85
Uttar Pradesh	4,066
Uttarakhand	257
West Bengal	2,194
Total	33,149

Source: Unique Identification Authority of India

Aadhaar Seva Kendras

S. No.	State / Union territory	City	Address
1	Andhra Pradesh	Vijaywada	39-10-7, Opposite Municipal water Tank, Labbipet, Vijayawada, Andhra Pradesh
2		Visakhapatnam	3rd Floor, Grand Palace, Lane 1, Dwarka Nagar, Vishakhapatnam
3		East Godavari	2nd Floor, Bank of Baroda Building, Opp. Tripura Sundari Temple, Temple Street, Kakinada, Dist – East Godavari, A.P.-533004
4	Arunachal Pradesh	Itanagar	Ground Floor, WAII Apartment (Commercial Complex), VIP Road, Doni Colony, Itanagar, Arunachal Pradesh – 791111
5	Assam	Bongaigaon	Ground Floor, Barpara Road, Near LIC Zonal Office, Bongaigaon, Assam – 783390
6		Dibrugarh	3rd Floor, Hotel Indusurya Complex, Opp Old Railway Station, RKB Path, New Market Road, Dibrugarh, Assam - 786001
7		Guwahati	3rd Floor, Surekha Square, Lachit Nagar, Ullubari, Guwahati, Assam
8		Lakhimpur	Ground Floor, Ashrof Ali Path, Near Girls College Road, Khelmati, Ward No. 14, North Lakhimpur – 787031
9		Silchar	Ground Floor, Birendra Bhavan, Vivekananda Road, Silchar (Assam)
10	Bihar	Bhagalpur	Presently under shifting to a new location.
11		Muzaffarpur	First Floor, Purani Sabji Mandi, Main Road, Opp. Central Bank of India, Muzaffarpur – 842 001.
12		Patna	1 st Floor, Sai Tower, New Dak Bunglow Road, Near Hotel Utsav
13		Purnea	Ground Floor, Sri Nayak Hotel Campus, Jail Chowk, Purnea (Bihar) - 854301
14	Chhattisgarh	Raipur	T-9/10, Shyam Plaza, Pandri Bus Stand, Main Road, Pandri, Raipur, Chhattisgarh
15	Dadra and Nagar Haveli and Daman and Diu	Silvasa	Ground Floor, Shradha Complex, Near HDFC Bank Silvasa
16		Daman	Ground Floor, Navakar Survey No. 502/1, Daman
17	Delhi	Delhi	Centre 1. AksharDham Metro Station Delhi
18		Delhi	Inderlok Metro Station, Inderlok, New Delhi 110 009
19		Delhi	1. B1, G2, Mohan Corporative Industrial Estate, Mohan Estate New Delhi
20		Dhaura Kuan	Ground Floor, Dhaura Kuan Metro Station, Dhaura Kuan Enclave-I, Dhaura Kuan, New Delhi - 110010
21		Kashmere Gate	Ground Floor, Eldeco Metro Mall, Lothian Road, Kashmere Gate Metro Station, New Delhi – 110006

22	Gujarat	Ahemdabad	201& 202 , Shail complex, off. C-G. road, opp. Madhusudan house , Navrangpura telephone exchange, b/H girish cold drink , Ahmedabad-380009
23		Ahmedabad	Shop No. 210 & 231, Second Floor, Maruti Plaza, Bapunagar, Ahmedabad - 380024
24		Surat	Shop No. 26-30, Upper Ground Floor, La Citadel Complex, Parvat Patiya, Opp. Ganga Hotel, Surat – 395019
25		Surat	Shop No. G 7&8, Ground Floor, Galaxy Enclave, Near Galaxy Circle, Pal, Adajan, Surat
26	Haryana	Hisar	1st Floor, Metropolis Mall, opp viduyat sadan, Delhi Road, Hisar, Haryana 125005
27	Himanchal Pradesh	Shimla	C.K. Mall, ISBT Tutikandi, Tutikandi, Shimla, Himachal pradesh 171004
28	Jammu and Kashmir	Srinagar	Ground Floor, NB House, Commercial Complex, Exchange Road, Lal Chowk, Srinagar, J&K - 190001
29		Jammu	Ground Floor, Chanderbagha Muncipal Community Center, Tribal Tillo Area, Jammu 180016
30	Jharkhand	Dhanbaad	Ground Floor, Shivam Infra & Housing, Behind SLNT College, LC Road, Hirapur, Dhanbad 826001
31		Dhanbaad	1st Floor Univista Tower, Kola Kusma Road, Near Big Bazar (Ozone Gelleria Mall), Saraidhela, Dhanbad, Jharkhand
32		Jamshedpur	First Floor, House No. 8B, C/o Ritesh Kumar, Old Puruliya Road, Near Skyline Tower, Mango Chowk, Jamshedpur, East Singhbhum, Jharkhand - 831012
33		Ranchi	2nd Floor, Right wing, Mangal Tower, Near Kantatoli chowk, Kokar Road, Ranchi
34		Ranchi	4th Floor, Galaxy Mall, Near Piska North, Ratu Road, Ranchi, Jharkhand
35	Karnataka	Bengaluru	Grand Majestic Mall, #32, 2nd Cross, 6th Main Gandhi Nagar, Near Majestic Central Bustand, Bangalore 560009
36		Bengaluru	H.No. 36, Patalamma Temple Street, Next to Pai Vista Convention Centre, New South End Circle, Bangalore.
37		Devangere	Vishal Arcade, Upper Ground Floor, 828/1,2,2A,2c,2D, Bank of Baroda Building, Opp Aruna Theatre, P B Road, Davangare, Karnataka 577002
38		Dharwad	Mandi Plaza, Shop-7, Ground Floor, Opp. K.C. Park Post Office, Haliyal Road, Dharwad – 580008
39		Hubli	JTK Arihant Appliances Pvt. Ltd. 124/1B Classic Enclave, Chitguppi Prk, Club Road, Hubli-580029 Karnataka
40		Mangalore	Crystal Are, Ist Floor, Balmatta Road, Mangalore, Karnataka – 575001
41		Mysore	No. 25, First Floor, Kamakshi Hospital Road, Kuvempunagara North, Saraswathipuram, Mysore 09.
42		Mysore	House No. 532, Vijayanagar 1 st Stage, New Kalidasa Road, Mysore, Karnataka
43	Kerala	Kochi	Ground Floor, Chakos Chambers Pipelines Junction, NH Bypass Civil Line Road, Palarivattom, Kochi, Kerala

44	Madhya Pradesh	Bhopal	1st Floor, Aashima Mall, Danish Nagar, Bawadia Kalan Hoshingabad Road, Bhopal 462026
45		Bhopal	Plot No. 224, Smriti Tower, zone -1, Maharana Pratap Nagar, Bhopal, MP
46		Indore	Abhay Prashal/ Khel Prashal, Race Course Road, Opposite IDA Building, Indore 452001
47	Maharashtra	Aurangabad	First Floor, Mulay Tapadiya Complex, Jalna Road, Kailash Nagar, Mondha, Aurangabad, Maharashtra-431001
48		Mumbai	Ground Floor, G-06, NIBR Corporate Park, 1 Aerocity, Safedpul, Sakinaka, Mumbai
49		Mumbai (Vashi)	First Floor, Tower No. 4, F 103-104, Vashi Station International Infotech Park, Swami, Pranabananda Marg, Sector 30, Vashi, Navi Mumbai, Maharashtra-400703
50		Nagpur	Ground Floor, Bilquis Plaza, Passport Office Building, Sadiqabad, Mankapur, Nagpur
51		Nashik	Office No. 101, First Floor, Janki Plaza, above Janki Hardware, Dwarka Chawk, Nashik - 422011
52		Thane	Shop No. SA1 to SA4, 2nd Floor, Lake City Mall, Kapurbawadi Junction, Balkum Road, Thane – 400601
53	Meghalaya	Shillong	First Floor, House No. 24, Rynjah Pohkse, Rynjah Market, Opp Rynjah Dispensary, Shillong 793006
54	Odisha	Bhubaneswar	Ground Floor, Plot No.176, Behind Sparsh Hospital, Saheed Nagar, Bhubaneswar-751010, Odisha
55	Punjab	Amritsar	Vijay Nagar, Batala Road, Amritsar, Punjab 143001
56		Chandigarh	Ground Floor, SCO 57-58-59, Sec 17 A, Chandigarh
57		Ludhiana	SCO 16 , Sector 32A Main market, Chandigarh Road, Ludhiana Punjab-141010
58	Rajasthan	Jaipur	1st Floor, Orbit Mall, Ajmer Road, Civil Lines Metro Station, Jaipur, Rajasthan
59		Jodhpur	Shop No. SF-15 to 18, 2nd Floor, Royal Ansal Plaza, Court Road, Jodhpur- 342001
60		Kota	2nd Floor, Aakash Mall, Kota Airport Area, Gumanpura, Kota Rajasthan
61	Tamil Nadu	Chennai	Ten Square Mall Jawahar Lal Nehru Road, Koyambedu City Chennai
62		Madurai	First Floor, P K Towers, 17 G, KK Nagar, Melur Main Road, Opposite District Court, Madurai - 625020
63	Telangana	Hyderabad	Plot No. 17 to 24/D No. 1-908/RC/G-1 to 403, Near Image Hospital, Vittal Rao Nagar, Madhapur
64		Warangal	Kandakatla Gateway, KU Cross Road, Naimnagar, Warrangal
65		Hyderabad	First Floor, Shop No. S01 & EE01, Moosarambagh, Metro Station, Saroor Nagar, Hyderabad - 500036
66	Tripura	Agartala	First Floor, AVA market (Commercial Complex), Motor Stand Road, Opp-Petrol Pump, Agartala - 799001
67	Uttar Pradesh	Agra	2 nd Floor, Corporate Park, Block No. 109, Sanjay Place, Agra.

68	Allahabad	1. Lower Ground Floor, Vinayak Triveni Tower, Civil Line, Allahabad, UP 211001	
69	Ghaziabad	Ground floor ,thapar plaza, NH91, panchwati colony, sector5, daulatpura, gaziabad, up-201009	
70	Gonda	Ground Floor, Civil Lines, Ambedkar Chowk, Near SBI Bank, GONDA, U.P. - 271 001	
71	Gorakhpur	Second Floor, Above UBI Bank, Dubey Complex, Hanuman Mandir Road, Betiahata, Gorakhpur, U.P. - 273 001	
72	Greater Noida	Lower Ground Floor, Galaxy Blue Sapphire Plaza, Plot No. C-03, Sector-4, Greater Noida (West), Uttar Pradesh - 201301	
73	Kanpur	Unit 14-20, 1st Floor, Clyde House, Mall Road, Kanpur-208004	
74	Lucknow	Ratan Square, Vidhan Sabha Marg, Lalbagh, Lucknow, UP.	
75	Meerut	Ground Floor, 313, Delhi Road, Near Union Bank of India, Meerut City, UP	
76	Moradabad	A-17, Ground Floor, Commercial Building, Near ICICI Bank, Gandhi Nagar, Rampur Road, Moradabad – 244 001	
77	Saharanpur	Ground Floor, Panth Vihar, Opp. Sahiram Hospital, Hasanpur Chowk, Delhi Road, Saharanpur - 247 001.	
78	Varanasi	2nd Floor, Neelambar, D-63/7, C4, mahmoorganj, Varanasi – 221010	
79	Uttarakhand	Dehradun	Ground Floor, AD Tower, Khazra No. 261, Mauza Niranjanpur, Pargana Pachwa Doon, Dehradun, Uttarakhand, 248001
80		Dehradun	Kailash Tower, First Floor, Municipal No. 22, Amrit Kaur Road, Dehradun 248001 Uttarakhand
81	West Bengal	Asansol	Ground Floor, Surya Sen Park, 170 G.T. Road (West) Asansol, West Bengal -713304
82		Berhampore (Murshidabad)	Ground Floor, Ward No.4, 127/33 Maharaja Nanda Kr Road, P.O. – Khagra, PS – Berhampore, District – Murshidabad – 742103.
83		Cooch Behar	Ground Floor, Ward BSNL Administrative Building, Near Sagar Dighi, Post Office Cooch Behar, West Bengal - 736101
84		Kolkata	2nd Floor, Webel IT Park, Ankurhati, PO: Makardah;Howrah- 711409, Kolkata, West Bengal
85		Kolkata	ASYST Park, 37/1, GN Block, Sector-V, Bidhanagar, Kolkata, WB-91
86		Krishna Nagar (Nadia)	Ground Floor, Webel IT Park, Jahangirpur Mouza/villge under Deypara Gram Panchayat, Krishnanagar - I Subdivision, Nadia- 741101, West Bengal
87		Malda	Ground Floor, DRDC Building, Malda - 732101
88		Siliguri	Rajami Bagan (North), Beside Hill Cart Road, H. C. Road, Silliguri 734001

Source: Unique Identification Authority of India

Aadhaar generation in West Bengal

District	2020	2021	2022 (till Oct)	Total
Alipurduar	6,554	39,183	33,267	79,004
Bankura	12,135	62,676	1,12,738	1,87,549
Bardhaman	49,873	1,96,680	1,28,005	3,74,558
Birbhum	9,607	92,501	88,026	1,90,134
Cooch Behar	8,472	87,966	87,716	1,84,154
Dakshin Dinajpur	5,045	41,165	44,662	90,872
Darjeeling	13,461	51,200	37,886	1,02,547
Hooghly	17,803	91,356	79,796	1,88,955
Howrah	25,489	1,17,376	1,03,722	2,46,587
Jalpaiguri	9,992	53,949	57,067	1,21,008
Jhargram	-	-	14,198	14,198
Kalimpong	793	4,699	4,551	10,043
Kolkata	23,984	83,688	67,224	1,74,896
Malda	38,968	1,44,316	1,55,169	3,38,453
Medinipur	-	2	69	71
Murshidabad	22,967	1,99,640	3,15,026	5,37,633
Nadia	27,321	1,46,002	1,17,781	2,91,104
North 24 Parganas	41,009	2,13,043	2,23,541	4,77,593
Paschim Bardhaman			28,018	28,018
Paschim Medinipur	37,820	1,32,493	1,46,765	3,17,078
Purba Bardhaman	-	-	21,352	21,352
Purba Medinipur	30,514	1,09,921	1,43,048	2,83,483
Puruliya	21,572	91,611	74,175	1,87,358
South 24 Parganas	45,113	2,36,514	2,20,297	5,01,924
Uttar Dinajpur	25,325	1,21,026	80,840	2,27,191
Total	4,73,817	23,17,007	23,84,939	51,75,763

Source: Unique Identification Authority of India

Aadhaar Update in West Bengal

District	2020	2021	2022 (till Oct)	Total
Alipurduar	5,487	32,963	42,991	81,441
Amta - II	-	1	3	4
Bally Jagachha	20	53	94	167
Bankura	54,535	6,19,638	6,67,706	13,41,879
Bardhaman	2,10,629	13,12,360	13,58,692	28,81,681
Birbhum	69,756	5,90,685	6,10,604	12,71,045
Burdwan	1	10	7	18
Cooch Behar	37,116	3,03,098	6,04,616	9,44,830
Dakshin Dinajpur	39,358	1,96,497	2,15,457	4,51,312
Darjeeling	54,160	1,79,830	3,22,356	5,56,346
Domjur	4	25	27	56
East Midnapore	32,498	3,78,785	2,50,028	6,61,311
Hooghly	1,29,567	8,13,060	11,08,911	20,51,538
Howrah	1,50,180	7,66,861	8,05,287	17,22,328
Jalpaiguri	66,831	3,36,256	5,79,107	9,82,194
Jhargram	-	-	14,771	14,771
Kalimpong	1,145	4,708	6,753	12,606
Kolkata	1,77,315	4,63,237	5,66,181	12,06,733
Malda	2,37,215	6,78,733	8,11,048	17,26,996
Medinipur	778	2,661	1,794	5,233
Murshidabad	2,06,835	17,80,521	19,89,123	39,76,479
Nadia	1,22,437	6,43,924	11,05,721	18,72,082
Naihati Anandabazar	1	8	10	19
North 24 Parganas	2,85,161	17,06,978	19,32,661	39,24,800
North Dinajpur	-	11,253	13,733	24,986
Paschim Bardhaman	-	-	44,275	44,275
Paschim Medinipur	1,33,143	11,82,809	9,55,809	22,71,761
Purba Bardhaman	-	-	51,767	51,767
Purba Medinipur	1,42,911	11,04,045	7,48,943	19,95,899
Puruliya	55,409	3,24,876	3,99,244	7,79,529
South 24 Parganas	2,52,730	14,31,571	16,04,506	32,88,807
South Dinajpur	3,418	16,799	18,664	38,881
South DumDum(M)	15	72	91	178
Uttar Dinajpur	98,357	3,16,250	3,64,059	7,78,666
Total	25,67,012	1,51,98,567	1,71,95,039	3,49,60,618

Source: Unique identification Authority of India