

**GOVERNMENT OF INDIA
PLANNING
LOK SABHA**

UNSTARRED QUESTION NO:556
ANSWERED ON:27.02.2013
DELIVERING AADHAAR CARDS
Thomas Shri P. T.

Will the Minister of PLANNING be pleased to state:

- (a) whether it has come to the notice of the Government that a large number of AADHAAR Cards are not delivered from post offices;
- (b) if so, the details thereof and the action taken to deliver the cards to the applicants without delay;
- (c) whether the Government is aware that the applicants are facing problems in generating e-AADHAAR Cards because of portal issues; and
- (d) if so, the details thereof and the corrective measures proposed to be taken in this regard?

Answer

MINISTER OF STATE FOR PARLIAMENTARY AFFAIRS & PLANNING (SHRI RAJEEV SHUKLA)

(a) & (b) "Yes Sir. Complaints of a large number of Aadhaar letters not delivered from post offices have been received. Various measures by way of taking up the matter with the Department of Posts, withholding of payments to the Department of Posts and launching of the e-Aadhaar portal, using the Short Messaging Service (SMS) for communicating the Aadhaar number have been initiated. The Department of Posts is also monitoring the delivery of the Aadhaar letters and has issued instructions to all the Postal Circles for their smooth and timely delivery."

(c) & (d) "Yes Sir. Initially the portal had a capacity constraint but with the popularity of the service, the capacity was enhanced which took some time. Technological enhancement has now been put in place to enable it to function properly."