

भारत सरकार
इलेक्ट्रॉनिक्स एवं सूचना प्रौद्योगिकी मंत्रालय
भारतीय विशिष्ट पहचान प्राधिकरण
७ वी मंजिल, म. टी. एन. एल. टेलीफोन एक्सचेंज,
जी. डी. सोमानी मार्ग, कफ परेड,
मुंबई - ४००००५

दिनांक: 29.05.2017

No. 4/19/02-05/2017/RTI/ 556

Shri Sushil Kambampati
White Rann Content & Services
F8 SETDCF- 6th Floor, JMD Regent Square
MG Road, Gurgaon – 122 002

Sub : Supply of Information under RTI Act, 2005- regarding


Please refer to your RTI applications dated 11.04.2017 received by this office on 01.05.2017 vide UIDAI HQ, New Delhi letter No. 4 (4)/57/222/2016-E &U dated 25.04.2017.

The requisite information, which is available with public authority as per the RTI Act, 2005, is furnished below:-

S/No.	Information sought by applicant	Reply from CPIO
01.	How many complaints has the UIDAI received against enrolling agencies/registrars since Sept 29, 2010 when the first Aadhaar number was issued till Mar 31, 2017. Please provide the list of all such complaints received alongwith action taken in each case. Please share information in the format in which it is held by UIDAI, be it electronic or in print format.	The requisite information received from the concerned official vide letter No. UIDAI/Mum-No. 8/150/2016-Enrol dated 29.05.2017 and the same is enclosed herewith.
02.	Between September 29, 2010 and 10 Apr 2017, has the UIDAI filed any criminal complaints or lawsuits against any of the Registrars or enrolling agencies? Please provide a list of all such criminal complaints or lawsuits.	The requisite information may please be treated as NIL.

यदि उक्त जानकारी से आप संतुष्ट नहीं है तो सूचना अधिकार अधिनियम, 2005 सेक्शन 19 के अंतर्गत इस जानकारी के प्राप्त होने 30 दिनों के अंदर निम्नलिखित अपीलीय अधिकारी को अपील कर सकते हैं:-

DDG & First Appellate Authority
Unique Identification Authority of India, Govt of India
7th floor, MTNL Bldg, G.D. Somani Marg,
Cuffe Parade, Regional Office, Mumbai-400005



(प्रशान्त पी सिंह)

सहायक महानिदेशक एवं केन्द्रीय जनसूचना अधिकारी,
भारतीय विशिष्ट पहचान प्राधिकरण,
क्षेत्रीय कार्यालय, मुंबई.

UIDAI/Mum-No.8/150/2016-Enrol
Government of India
Ministry of Electronics & Information Technology (MeitY)
Unique Identification Authority of India, Regional Office,
7th Floor, MTNL Telephone Exchange
G. D. Somani Marg, Cuffe Parade, Mumbai – 400005

Date 29th May 2017

To,
 Anuj Pandey
 Assistant Section Officer
 RO Mumbai.

Sub: Supply of Information under RTI Act-2005 of Shri Sushil Kambampati.

Sl.No	Information sought by Applicant	Reply from CPIO
1	How many complaints has the UIDAI received against enrolling agencies/registrars since Sept 29, 2010 when the first Aadhaar number was issued till Mar 2017. Please provide the list of all such complaints received along with action taken in each case. Please share information in the format in which it is held by UIDAI, be it electronic or in print format.	The number of complaints received is 4(List enclosed below)
2	Between Sept 20,2010 and 10 Apr 2017, has the UIDAI filed any criminal complaints or lawsuits against any of the Registrars or enrolling agencies? Please provide a list of all such criminal complaints or lawsuits	The requisite information may please be treated as NIL

List Of complaint against EA				
S.No.	Type of Complaint & Date of complaint	EA Name	Nature of Complaint	Action Taken is attached
1	Resident-dated December 2012	Tera Software LTD	Aadhaar enrollment packet not uploaded by Enrollment agency	Recommended to UIDAI, HQ, New Delhi for suspension/blacklisting of Enrolment Agency from doing future enrollment. Suspension done by UIDAI HQ.
2	Prime Minister Office- Enrollment Operator dated 30-07-2016	SETU Maharashtra	Payment not given by Enrollment Agency	Page no 1 to page no 4
3	Prime Minister Office- Enrollment Operator dated 06-03-2017	NCCF of India	Payment not given by Enrollment Agency	Page no 5 to page no 8
4	Prime Minister Office- Enrollment Operator dated 15-3-2017	SERI and FINO paytech	Payment not given by Enrollment Agency	Page no 9 to page no 11


 (Nivedita Golatkar)
 Dy. Director

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Grievance Details

Registration Number : PMOPG/E/2016/0266841
Registration Date : 30 Jul 2016
Complainant's Name : Sunil Patil
Grievance Category : Central Government(Miscellaneous) - Others
Letter No & Date : ,7/30/2016 12:00:00 AM
Client Status : General Public
Address : Jawahar colony washim,
-444505
State/UT : Maharashtra
District : Washim
Contact No. : ,9422861499
E-mail ID : sunilpatil.dahatre@gmail.com
Grievance Description :

Sir i have took the tender of UID for washim district . I have worked in the district since 3 years . My agency has generated near about 1,85,000 Aadhars in the district but i didnt get a single rupee of my work . My contract was with collector washim Mr Rahul Dvivedi . Several times i am demanding for money but they are saying that we need money to process our payment and also harassing us . Many operators are facing money and economical problems but we are not getting help to give them payment . I request you to please look in this matter . SHRI SAI SHIKSHAN SANSTHA WASHIM

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Grievance Action Status

29/5

Registration Number: PMOPG/E/2016/0266841

as on: 29 May 2017

Sl.No.	Action	Date of Action	From	To	Remarks	Action Taken By
1.	RECEIVED THE GRIEVANCE	30 Jul 2016	COMPLAINANT (CITZN)	Prime Ministers Office (PMOPG)	---	
2.	TAKEN UP WITH SUBORDINATE ORGANISATION	01 Aug 2016	Prime Ministers Office (PMOPG)	Unique Identification Authority of India (UIDAI)	---	PMOPG
3.	TAKEN UP WITH SUBORDINATE ORGANISATION	09 Aug 2016	Unique Identification Authority of India (UIDAI)	Regional Office Mumbai (MUM13)	---	Shri. S P Bhardwaj, Assistant Director General
4.	EXAMINED AT OUR LEVEL	25 Aug 2016	Regional Office Mumbai (MUM13)	Regional Office Mumbai (MUM13)	In the submitted grievance the resident has informed that the Enrollemnt agency is not paying money for the enrollments completed. Also it was intimated in the submitted grievance that the contract was with collector of washim district Mr Rahul Dvivedi and Several times the resident has requested for money against the completed enrollments but they are demanding for money to process his payment and also harassing him. In this regard, it was informed to the resident that the matter does not pertain to the jurisdicition of Regional Office. Hence it is requested to take up the matter with respective Registrar and appropriate authorities for necessary action.	Shri. Prashant P. Singh, Assistant Director General
5.	<u>CASE REPORT SENT AND DISPOSED LOCALLY</u>	15 Sep 2016	Regional Office Mumbai (MUM13)	Unique Identification Authority of India (UIDAI)	In the submitted grievance the resident had informed that the Enrollement agency is	Shri. Prashant P. Singh, Assistant

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Director
General

not paying money for the enrollments completed. Also it was intimated in the submitted grievance that the contract was with collector of washim district Mr Rahul Dvivedi and Several times the resident has requested for money against the completed enrollments but they are demanding for money to process his payment and also harassing him. In this regard, it was informed to the resident that the matter does not pertain to the jurisdiction of Regional Office. Hence the same is forwarded with respective Registrar and appropriate authorities for necessary action. In view of the above the case stands disposed off.

6.

CASE
DISPOSED OF

15 Sep Regional Office
2016 Mumbai
(MUM13)

COMPLAINANT
(CITZN)

In the submitted grievance the resident had informed that the Enrollement agency is not paying money for the enrollments completed. Also it was intimated in the submitted grievance that the contract was with collector of washim district Mr Rahul Dvivedi and Several times the resident has requested for money against the completed enrollments but they are demanding for money to process his payment and also harassing him. In this regard, it was informed to the resident that the matter does not pertain to the jurisdiction of Regional Office. Hence the same is forwarded

Shri.
Prashant
P. Singh,
Assistant
Director
General

with respective Registrar and appropriate authorities for necessary action. In view of the above the case stands disposed off.

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Grievance Details

Registration Number : PMOPG/E/2017/0128553
Registration Date : 06 Mar 2017
Complainant's Name : Bhavesh Suthar
Grievance Category : Central Government(Miscellaneous) - Others
Letter No & Date : ,3/6/2017 12:00:00 AM
Client Status : General Public
Address : C-503,
 Nissan Status, New Ranip
 AHMEDABAD-382480
State/UT : Gujarat
District : Ahmadabad
Contact No. : 07930582036 ,9099893003
E-mail ID : bhavesh0101@gmail.com

Grievance Description :

Respected Sir, Here i am providing information about how enrollment agency make corruption with Operator and Supervisor by not paying money to them. I am also suffering for payment against enrollment work done by me. NCCF is Registrar with Code 954 and EA 1444. As per UIDAI guideline Registrar is the government body authorized or get approval as Registrar. Same way In the permission letter of Enrollment Agency of UIDAI indicate in para 4 that Pertaining to the scheme for emplacement of enrollment agency, sub-contracting of enrollment work is not allowed for any part of its obligation duties or responsibilities under this empanelment scheme Although each and every agency allot enrollment work to private companies. NCCF OF INIDA allotted work to private company but after making corruption canceled his registration. But what about payment of operator and supervisor who worked for NCCF, because no one get payment against them hard work. After cancellation of private compny NCCF OF INDIA Ltd Once again appointed private company as PMU and currently working as EA and Registrar on PAN India basis. For UIDAI work www.nccfindia.com web portal is still live. Private Company supporting client on call the number are 7632008088, 7623008081,82,83,84,85,86,87,89,91 Under Registrar CSC, NCCF OF INDIA Ltd enroll more then 73000 citizens for aadhaar out of this 53000 aadhaar generated. But for the same work no any operator or supervisor got payment against aadhaar work. Even No DMS Submitted to Registrar CSC. So Registrar CSC black-listed EA 1444 NCCF OF INDIA. after all of this NCCF got approval as Registrar and EA Code 1444 Map under it's own registrar Code 954. Once again the corruption system goes continue. All private Limited company making open corruption by not paying operator and supervisor. Media has to investigate this think by visiting Aadhaar Enrollment Center. They are getting payment on every month or not? Supreme court also advise that the aadhaar enrollment work is not handled by any private company. I am also suffering for payment from so many companies. NCCF is working under ministry of Consumer affairs, Government of India, Prevent consumer rights its motto. He got approval as Registrar (Code 954) and EA Code (1444) but after getting approval national PSU also subcontracting enrollment work to Private Company Like and other private companies. Actually Government PSU and their employee gets multiple benefit. They are getting salary from Government and under table commission from Business associate. I am not in favor that all officer are corrupted but all know that the corruption situation in India. Hope that after sending same complain i will find positive result.

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Grievance Action Status

Registration Number: PMOPG/E/2017/0128553

as on: 29 May 2017

Sl.No.	Action	Date of Action	From	To	Remarks	Action Taken By
1.	RECEIVED THE GRIEVANCE	06 Mar 2017.	COMPLAINANT (CITZN)	Prime Ministers Office (PMOPG)	---	
2.	TAKEN UP WITH SUBORDINATE ORGANISATION	07 Mar 2017	Prime Ministers Office (PMOPG)	Unique Identification Authority of India (UIDAI)	---	PMOPG
3.	TAKEN UP WITH SUBORDINATE ORGANISATION	07 Mar 2017	Unique Identification Authority of India (UIDAI)	Regional Office Mumbai (MUM13)	---	Shri. Pardeep Kumar Bansal, Assistant Director General
4.	REMINDER RECEIVED FROM COMPLAINANT	16 Mar 2017	COMPLAINANT (CITZN)	Prime Ministers Office (PMOPG)	No any action taken by UIDAI authority against My Complain PMOPG/E/2017/0128553 dated 06-03-2017 In the submitted grievance the resident has complained about non-payment of dues for enrollment work done by him. We have forwarded the matter to the concerned Registrar to take necessary action. In view of the above the case stands disposed off.	
5.	EXAMINED AT OUR LEVEL	17 Mar 2017	Regional Office Mumbai (MUM13)	Regional Office Mumbai (MUM13)	In the submitted grievance the resident has complained about non-payment of dues for enrollment work done by him. We have forwarded the matter to the concerned Registrar to take necessary action. In view of the above the case stands disposed off.	Shri. Prashant P. Singh, Assistant Director General
6.	INTERIM REPLY TO COMPLAINANT	17 Mar 2017	Regional Office Mumbai (MUM13)	COMPLAINANT (CITZN)	In the submitted grievance the resident has complained about non-payment of dues for enrollment work done by him. We have forwarded the matter to the concerned Registrar to take necessary action. In view of the above the case stands disposed off.	Shri. Prashant P. Singh, Assistant Director General
7.	<u>CASE REPORT SENT AND DISPOSED LOCALLY</u>	17 Mar 2017	Regional Office Mumbai (MUM13)	Unique Identification Authority of India (UIDAI)	In the submitted grievance the resident has complained about non-payment of dues for enrollment work done by	Shri. Prashant P. Singh, Assistant

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213/C
Director
General

him. We have forwarded the matter to the concerned Registrar to take necessary action. In view of the above the case stands disposed off.

In the submitted grievance the resident has complained about non-payment of dues for enrollment work done by him. We have forwarded the matter to the concerned Registrar to take necessary action. In view of the above the case stands disposed off.

Shri.
Prashant
P. Singh,
Assistant
Director
General

8.

CASE
DISPOSED OF

17 Regional Office
Mar Mumbai
2017 (MUM13)

COMPLAINANT
(CITZN)

(9) 23/11
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Grievance Details

Registration Number : PMOPG/E/2017/0140883
Registration Date : 15 Mar 2017
Complainant's Name : yogesh prakash malani
Grievance Category : Central Government(Miscellaneous) - Others
Letter No & Date : ,3/15/2017 12:00:00 AM
Client Status : General Public
Address : pantancha kot,
somwar peth
karad-415110
State/UT : Maharashtra
District : Satara
Contact No.: : ,9890668086
E-mail ID : adityog_infotech@yahoo.in

Grievance Description :

Hon.Modiji, I am Yogesh Malani; working on aadhaar project since 2014 with Enrollment agency SERI and FINO pay tech as a Vender to carried out aadhaar enrollments. I had a team working for these company. But since last few years we are not getting our payments. As I am not financially strong to fight with these company;I issued a legal notice to them but its no use. Requesting you to please help me. We also Interested to become Enrollment agency but unable to fullfill only single cateria of 50 lakhs network. If you can help us then we will be able to carried out aadhaar enrollment. Requesting you to help me in this case.

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Grievance Action Status

as on: 29 May 2017

Registration Number: PMOPG/E/2017/0140883

Sl.No.	Action	Date of Action	From	To	Remarks	Action Taken By
1.	RECEIVED THE GRIEVANCE	15 Mar 2017	COMPLAINANT (CITZN)	Prime Ministers Office (PMOPG)	---	
2.	TAKEN UP WITH SUBORDINATE ORGANISATION	16 Mar 2017	Prime Ministers Office (PMOPG)	Ministry of Corporate Affairs (DCOYA)	---	PMOPG
3.	NOT PERTAINING TO THIS ORGANISATION	16 Mar 2017	Ministry of Corporate Affairs (DCOYA)	Prime Ministers Office (PMOPG)	Matter does not pertain to the M/o Corporate Affairs. Please file your complaint in appropriate authority.	Shri K.V.R. Murty, Joint Secretary
4.	REDIRECTED TO OTHER ORGANISATION	17 Mar 2017	Prime Ministers Office (PMOPG)	Unique Identification Authority of India (UIDAI)	---	PMOPG
5.	TAKEN UP WITH SUBORDINATE ORGANISATION	17 Mar 2017	Unique Identification Authority of India (UIDAI)	Regional Office Mumbai (MUM13)	---	Shri. Pardeep Kumar Bansal, Assistant Director General
6.	EXAMINED AT OUR LEVEL	29 Mar 2017	Regional Office Mumbai (MUM13)	Regional Office Mumbai (MUM13)	The submitted grievance pertains to non-receipt of dues and information regarding EA. The same has been forwarded to the concerned Registrar for necessary action. Hence the case stands disposed off.	Shri. Prashant P. Singh, Assistant Director General
7.	<u>CASE REPORT SENT AND DISPOSED LOCALLY</u>	29 Mar 2017	Regional Office Mumbai (MUM13)	Unique Identification Authority of India (UIDAI)	The submitted grievance pertains to non-receipt of dues and information regarding EA. The same has been forwarded to the concerned Registrar for necessary action. Hence the case stands disposed off.	Shri. Prashant P. Singh, Assistant Director General
8.	<u>CASE DISPOSED OF</u>	29 Mar 2017	Regional Office Mumbai (MUM13)	COMPLAINANT (CITZN)	The submitted grievance pertains to non-receipt of dues and information regarding EA. The same has been forwarded to	Shri. Prashant P. Singh, Assistant

the concerned Registrar
for necessary
action. Hence the case
stands disposed off.

Director
General

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