

No. F-12013/140/2015-Coord.(RTI)  
Government of India  
Ministry of Electronics & Information Technology (MeitY)  
Unique Identification Authority of India (UIDAI)

2<sup>nd</sup> Floor, Tower-I, Jeevan Bharti Building,  
Connaught Circus, New Delhi – 110001  
Dated the 27<sup>th</sup> April, 2017

To

Shri Sushil Kambampati,  
White Rann Content & Services,  
F8SETDCF – 6<sup>th</sup> Floor,  
JMD Regent Square, M. G. Road,  
Gurgaon – 122 002.

Sub: - Application under RTI Act, 2005 - regarding.

Sir,

With reference to your online RTI Application dated 11.04.2017 received in UIDAI on 17.04.2017 bearing Case No. 604, the reply pertaining to Coordination Division, UIDAI is as under:-

Information sought	Reply
1. How many complaints has the UIDAI received against enrolling agencies / registrars since September 29, 2010 when the first Aadhaar number was issued till March 31, 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 complaints / public grievances are received in Coordination Division, UIDAI by Centralized Public Grievance Redress and Monitoring System (CPGRAMS) from various Departments / Organizations viz DPG, DRPG, Parent Ministry, President's Secretariat, Pension, Minister's Office and PM's Office. As per CPGRAMS, <u>269</u> grievances for charging bribe by enrolment /update operators / agencies have been received through the portal during the period 01.01.2014 to 26.04.2017 (copy enclosed). Out of which 239 cases have been disposed of and 30 cases are pending at various levels on the part of divisions at HQ and Regional Offices. The portal is maintained by DARGP and at present, there is a mechanism by which only total number/disposal number/pendency number of the grievances on the subject may be obtained.

2. If you are not satisfied with the above reply, you may appeal to the Appellate Authority, UIDAI within 30 days from the receipt of this letter. The address and contact number of the Appellate Authority is given below:-

Shri Pardeep Kumar Bansal,  
ADG & Appellate Authority,  
2<sup>nd</sup> Floor, Tower-1, Jeevan Bharti Building,  
Connaught Circus, New Delhi-110001.  
Telephone No. 011-23466824



(Nikhil Bhatnagar)  
Section Officer & CPIO  
Ph.No.23466849

Copy to:-

1. Shri P. K. Jha, DD & CPIO, E&U-II Division in continuation to Coordination Division's note dated 24.04.2017.
2. RTI Cell, UIDAI, HQ, New Delhi in continuation to Coordination Division's note dated 24.04.2017.

*Nikhil Bhatnagar*

(Nikhil Bhatnagar)  
Section Officer & CPIO

CPGRAMS Grievance Wise Report For the period 01/01/2014 to 26/04/2017

Report as On :- 26/04/2017

Grievance Category	BF as on 01/01/2014	Received during the period	Disposed during the period	Pending as on the 26/04/2017
Charging bribe case	0	269	239	30