

## Chapter 6

## Redressal of Customer Grievances

### 6.1 Introduction

UIDAI caters to the entire population of India and hence Customer Relationship Management (CRM) is an important aspect of its functioning. Aadhaar (Enrolment & Update) Regulation 2016 provides for setting up of contact centre to act as a central point for resolution of queries and grievances of residents. The contact centre should be accessible to residents through toll free number(s) and/ or e-mail. Accordingly, UIDAI has set up a grievance redressal mechanism centrally to receive grievances through the following channels:

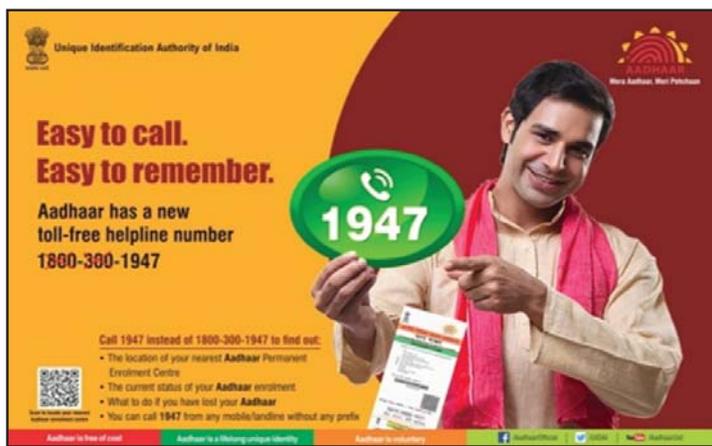


Image courtesy: UIDAI

- a. **Through Contact Centre:** UIDAI has set up a contact centre with a toll-free number and email id being 1947 and [help@uidai.gov.in](mailto:help@uidai.gov.in) respectively.
- b. **By Post:** Grievances are received at the UIDAI HQ through Post/hardcopy.

- c. **Through Public Grievance Portal of GoI:** Grievances which are lodged at the Public Grievance Portal of Government of India ([pgportal.gov.in](http://pgportal.gov.in)) are received from Government agencies for redressal.
- d. **Other Channels:** Sometimes grievances are received by UIDAI officials through emails, walk-in residents, phone, website, RTI etc.

The CRM partners<sup>50</sup> handle the grievances received at the Contact Centre (CRM Channel). The grievances received through other than CRM mode are examined and forwarded to the concerned Regional Offices/ Sections for redressal. The Regional Office/ Section concerned dispose the grievances by replying directly to the complainants under intimation to the grievance cell of UIDAI HQ. Apart from the central CRM system, the Regional Offices of UIDAI also have a system of receiving complaints/ grievances directly.

Total number of complaints registered in CRM channel during the period 2014-15 to 2018-19 is shown in **Table 6.1**.

<sup>50</sup> M/s Tata Business Support Services Ltd and M/s Strategic Marketing Pvt Ltd were the CRM partners till June 2018 and M/s CBSL & M/s Tech M are the current CRM partners.

Table 6.1: Year-wise and category-wise complaints received by CRM

Year	Complaints received –category wise						Complaints resolved-category wise		
	Enrolment		Update		Authentication		Enrolment	Update	Authentication
	OB	New	OB	New	OB	New	Resolved	Resolved	Resolved
2014-15	20,315	4,03,014	0	1,94,629	17	1,965	3,05,665	1,93,831	1,133
2015-16	1,17,664	6,08,553	798	9,79,695	849	20,981	7,24,133	9,79,045	21,710
2016-17	2,084	5,78,855	1,448	7,82,502	120	20,684	5,79,494	7,71,400	20,525
2017-18	1,445	10,59,107	12,550	19,51,611	279	48,041	10,57,171	19,54,305	47,002
2018-19	3,381	9,66,975	9,856	56,66,501	1,318	4,46,269	9,66,975	56,66,501	4,46,269

(Data Source: Information furnished by UIDAI)

Audit observation on the complaint redressal mechanism of UIDAI in succeeding paragraphs.

## 6.2 Audit Observations

### 6.2.1 Data on complaints and their redressal

*Capture of grievances/ complaints have not been streamlined and does not display a clear picture for analysis.*

UIDAI ROs apart from the centrally available CRM channels, have their own arrangements/ additional channels for receiving Grievances/complaints through phone and email. ROs also entertain complaints through Post, e-mail, phone, in person and through RTI applications. Grievances/ complaints received at the ROs of UIDAI are not captured by the CRM system and are thus, not centrally recorded and monitored. It was observed that number of grievances received at the ROs and not captured through its CRM mechanism, was significantly high. The present system does not escalate the complaints not resolved at the RO level to the next level for redressal thereby compelling the complainants to register a new complaint. As a result, UIDAI cannot track the history of complaints and assess the efficiency of the grievance redressal system.

UIDAI stated (October 2020) that up-gradation/ replacement of the existing old system was under process. The new CRM system has been designed as a single centralized system with state-of-the-art technology available for effective and comprehensive disposal and monitoring of grievances as centralized system. MeitY agreed (June 2021) with replies of UIDAI to the audit observations.

### 6.2.2 Grievances received through CRM

*The complaints lodged at the RO level did not get the attention of UIDAI HQ, compromising the effectiveness of the grievance redressal mechanism, besides the delays in settlement of grievances.*

An age wise pendency report is auto generated daily in respect of the cases lodged through CRM. On analysis of such pendency report for 31 December 2019, it was noticed that 58,697 grievances were pending for disposal at the various ROs/ Divisions. Of these 6,326 cases were pending for more than 30 days for redressal of which 960 cases were pending for more than 90 days.

We observed that a majority of pending cases related to Technical Support. Out of a total of 28,276 grievances relating to Technical Support 23,426 cases (82.85 *per cent*) were pending at CIDR. Further, 26,247 cases (92.82 *per cent*) had a pendency of more than one month and 202 cases were pending for more than nine months.

UIDAI stated (October 2020) that resolution/ redressal of grievances was an ongoing process and efforts had been made to bring down pendency from 58,697 cases to 27,654 cases (as on 14 September 2020). Further, pendency of 6,326 cases beyond 30 days including 960 cases beyond 90 days has been brought down to 2,609 cases and 442 cases respectively (as on 14 September 2020). There are some cases which require proper enquiry/ investigation on account of corruption and fraud, and these need adequate time for resolution. MeitY agreed (June 2021) with replies of UIDAI to the Audit Observations.

The pendency Report as on 31 March 2021, however reveals 48,000 cases were pending for resolution. Out of these total pending cases, 7,020 cases were pending for more than 30 days for redressal of which 496 cases were pending for more than 90 days.

It emerges from the above facts that the time taken for grievance redressal was high and since complaints lodged at the RO level, do not get the attention of UIDAI HQ, this compromises the effectiveness of the grievance redressal mechanism.

***Recommendation: UIDAI may explore the possibility of introducing a single centralized system where grievances/ complaints lodged even at ROs are also captured so as to enhance the quality of customer servicing.***