

The contact centres run by Unique Identification Authority of India (UIDAI) caters to queries/grievances received from residents through phone, e-mails and website. The queries/grievances are resolved by the agents based on the information available in CRM (Customer Relation Management) Database at that point of time. In case, resident is not satisfied with replies provided by agent, he/she may ask to speak to the supervisor of the Contact Centre.

In case, there is no information available in the database, the queries/grievances are forwarded to Regional Office Technology Centre, Authentication Division, etc (functional division concerned) for providing resolution to resident directly through CRM system.

Additionally, UIDAI also maintains and run an escalated grievance handling system operated and closely monitored by UIDAI Headquarters wherein e-mails addressed to UIDAI officials or escalated grievances are addressed.

Residents often approach UIDAI through other grievance redressal mechanism like, Public grievance portal, RTI, etc., in case they need more information or are not satisfied with replies provided by Aadhaar contact centre.

#### **Linking of driving licence with Aadhaar**

886. SHRI N. GOKULAKRISHNAN: Will the Minister of ELECTRONICS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that Government will soon start linking driving licence with Aadhaar;

(b) if so, the details thereof;

(c) whether it is also a fact that serious concerns have been raised about the security of Aadhaar data; and

(d) whether it is also a fact that the biometric information, which includes iris scan and fingerprints, is stored in an encrypted form and is very secure?

THE MINISTER OF ELECTRONICS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD): (a) and (b) As per information received from Ministry of Road Transport and Highways, a draft notification to amend the form of application for license to drive a motor vehicle and the form of driving license, as prescribed in the Central Motor Vehicles Rules, 1989, has been submitted to Ministry of Law and Justice, Legislative Department for legal vetting. Aadhaar card has been incorporated as one of the options in the list of documents to be submitted by the applicant as proof of address and age. However, if an applicant does not have an

Aadhaar card, there is a provision for submission of other alternative documents like passport, birth certificate, Life insurance policy etc.

(c) There have been instances of concerns being raised on the security of Aadhaar data. All the concerns raised regarding the security, have been dealt with and addressed by Unique Identification Authority of India (UIDAI). Adequate legal, organizational and technological measures are in place for the security of the data stored with UIDAI.

(d) Yes, Sir. Biometric information including iris scan and fingerprints is securely stored in an encrypted form at UIDAI's Central Identities Data Repository (CIDR).

#### **Setting up of ITIR in Visakhapatnam**

887 SHRI V. VIJAYASAI REDDY: Will the Minister of ELECTRONICS AND INFORMATION TECHNOLOGY be please to state:

(a) whether it is a fact that Government of Andhra Pradesh submitted a proposal for setting up of Information Technology Investment Region (ITIR) in Visakhapatnam district;

(b) if so, when such proposal was received and the present status of the same;

(c) whether the proposal has been placed before the Cabinet Committee on Economic Affairs (CCEA); and

(d) if so, the details thereof and if not, by when it is likely to be placed before the CCEA?

THE MINISTER OF ELECTRONICS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD): (a) to (d) Yes, Sir. Ministry of Electronics and Information Technology (MeitY), Government of India had received a proposal from Government of Andhra Pradesh on 26th August, 2014 for setting up of Information Technology Investment Region (ITIR) at Visakhapatnam, Andhra Pradesh. During the consideration of the proposal, Cabinet Committee on Economic Affairs (CCEA) in its meeting held on 10.9.2014 directed that the ITIR Policy Resolution, 2008 be comprehensively re-examined in the light of the experience gained over time. Now, the Information Technology Investment Region (ITIR) Policy, 2008 has been closed. Henceforth, the proposal for setting up of ITIR at Visakhapatnam has not been considered for further course of action.