

**Report of public hearing held on February 5, 2018 on the exclusions caused due to Aadhaar being made mandatory for basic services in Delhi**



**Delhi Rozi Roti Adhikar Abhiyan  
&  
Satark Nagrik Sangathan**

**February, 2018**

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**Delhi Rozi Roti Adhikar Abhiyan & Satark Nagrik Sangathan**

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### **I. Background**

The Delhi Rozi Roti Adhikar Abhiyan (DRRAA) and Satark Nagrik Sangathan, in collaboration with various groups in Delhi organised a public hearing on the 5<sup>th</sup> of February 2018 on the exclusions caused due to Aadhaar being made mandatory to access rations under the National Food Security Act (NFSA) in Delhi. More than 400 people from different districts and marginalised communities in Delhi participated in the public hearing and testified about their inability to access their legal entitlements of rations since the introduction of Aadhaar. People from Kusumpur Pahadi, Moti Lal Nehru Camp, Jagdamba Camp, Lal Gumbad Camp, Swami Nagar, Savitri Nagar, Mangolpuri, Bawana, Narela, Geeta Ghat, Seelampur, New Seelampur and Rohini testified at the public hearing. Other than ration, people also testified about the problems being faced by them in accessing their pensions due to mandatory linking of Aadhaar.

Wajahat Habibullah, former Chief Information Commissioner of the Central Information Commission, Usha Ramanathan, legal researcher, Pamela Philipose, senior journalist, Anjali Bhardwaj, member of Delhi Rozi Roti Adhikar Abhiyan and Satark Nagrik Sangathan, Dipa Sinha, Professor at Ambedkar University & Koninika Ray, National Federation of Indian Women (NFIW) formed the panel which heard peoples' testimonies.

### **II. Key issues emerging at the public hearing**

The following are the key issues which emerged at the public hearing-

- 1. Exclusions due to Aadhaar based biometric authentication being mandatory-** Aadhaar based biometric authentication (ABBA) being made mandatory in Delhi in order to access rations under the National Food Security Act is leading to large scale exclusions of the poor and marginalized. Since January 2018, every ration shop has been equipped with a Point of Sale (POS) device and ration is provided only after authentication of fingerprint of a ration cardholder. At the public hearing it emerged that scores of people have been unable to access their ration as the fingerprints of people listed on the ration card, are not getting authenticated through POS. Therefore, despite possessing a valid ration card and having it linked to the Aadhaar number of family members, they are unable to access rations. The worst off are single member households like widows or disabled persons, where if the biometric authentication of one person fails, there is no alternative. Households consisting of

only elderly people are also finding it extremely difficult to authenticate themselves. The online data base of the Delhi government shows that for the month of January 2018, for more than 36,000 ration cards, the biometric authentication through POS failed. Further, there are scores of people whose fingerprints do not even get recognised as human fingerprints as such and therefore, the process of authentication is not initiated. These people are neither reflected in the database of successful transactions, nor in the database of failed transactions. Of the nearly 19.5 lakh ration cards in Delhi, the online transaction information (success or failure) is only available for about 15.5 lakh ration cards. This implies that 4 lakh ration cards, despite being linked to Aadhaar and thereby by the government's own admission being genuine beneficiaries, have not been able to procure their rations.

2. **Aadhaar enabled pilferage of grains-** At the public hearing, evidence of a new type of 'Aadhaar enabled' pilferage of grains emerged. Several people testified that although they were informed by the shopkeeper that their biometrics could not be authenticated and hence their ration could not be supplied to them, the online database showed that their ration entitlement had already been disbursed. Clearly, the shopkeeper is misleading people about the fact that their biometrics have been authenticated in order to pilfer grains. People and groups working on issues of right to food have for long showed through evidence how pilferage of grain and leakages in PDS can be redressed through putting in place appropriate transparency and accountability measures. To stop corruption, the beneficiaries have to be empowered to hold the system, including the ration shopkeepers to account. Introduction of ABBA through point of sale devices has made the PDS dealer and state machinery even more powerful vis-à-vis the beneficiary. The procedure has left people at the mercy of the ration shop dealers and middlemen as the asymmetry of information has increased in terms of the rules related to Aadhaar and biometric authentication at the point of delivery. If the dealer says the machine is not reading fingerprints or the biometrics are not matching or cites software/connectivity problems to deny ration, the beneficiary has no way to meaningfully engage or question the claims. This is especially true for the unlettered and those who are not digitally literate.
3. **Exclusions due to Aadhaar being made mandatory for applying for a ration card/ getting names listed on ration card-** Aadhaar being made mandatory for applying for a ration card has led to exclusion of people from the Public Distribution System. Since 2013, when the National Food Security Act (NFSA) was rolled out in Delhi, the guidelines require each member of the household to possess an Aadhaar number. This is despite repeated orders of the Supreme Court that Aadhaar cannot be made mandatory for accessing entitlements/services. At the public hearing, several people testified about how their children had been left out of the purview of food security as their name could not be added to the ration card because

they did not possess Aadhaar at the time of applying for a ration card. On a priority ration card, foodgrain is a per person entitlement i.e. 5 kgs of grain is provided to each person listed on the ration card. Therefore, not having names of family members of the ration cards results in denial of food grains for family members. Marginalised communities such as homeless are the worst affected as they do not possess identity or address proof as a result of which they have been unable to enroll for Aadhaar.

- 4. Introduction of Aadhaar based biometric authentication has led to increase in transaction time and exacerbated problems in accessing rations-** Even for families which manage to successfully authenticate using the point of sale (POS) device, the transaction time and the problems have exacerbated. Often 4-5 members of a household have had to present themselves at the ration shop before any fingerprints matched. In many cases, young children are forced to miss school in order to go to the ration shop, as theirs are the only fingerprints being authenticated by the POS machine.
- 5. Delhi government has not promulgated rules to operationalize transparency, grievance redress and accountability provisions of the National Food Security Act-** The Delhi government has not promulgated rules to operationalise the accountability measures of the NFSA despite passage of more than 4 years since the enactment of the NFSA. Delhi government has failed to put in place the requisite framework for transparency, grievance redress and accountability as mandated by the NFSA despite passage of more than 4 years since the enactment of the law in Delhi. The law requires the state government to set up a State Food Commission and appoint District Grievance Redressal Officers to ensure time-bound redress of complaints. Despite the Delhi High Court and even the Supreme Court specifically stating that there should be independent and full time positions, the government has failed to put in place the requisite framework. Till date there is no functional State Food Commission in Delhi. The law requires the state government to set up a mechanism for periodic social audit in the functioning of ration shops and other programs under the NFSA. The Delhi government has not undertaken a single social audit. The absence of the statutory oversight framework means that there is wide-spread violation of the provisions of the NFSA and people are unable to approach the appropriate forum for redress of non delivery of entitlements under the Act.

At the public hearing, many people shared problems of overcharging, pilferage of grains, quantity fraud, quality fraud and ration shops not operating as per the defined rules. All of these issues can only be addressed if the stipulated decentralized and time-bound accountability mechanism is put in place. Further, Delhi Rozi Roti Adhikar Abhiyan shared results of an audit of 74 randomly chosen ration shops which showed that in the absence of

accountability measures, shops were in flagrant violation of norms under NFSA- more than 80% were closed at the time they should have been open as per their licensing requirements. None of the shops displayed the details of the statutory grievance redress framework in terms of the DGROs and State Food Commission.

6. **‘Smart’ ration cards have no record of transactions-** The new ration cards issued in Delhi after the roll out of the NFSA, have no provision for recording the transactions being made at the ration shop. As a result, no permanent record of sale of ration is available with the ration beneficiaries. This is extremely concerning as beneficiaries now have no way to prove that they did not receive their rations or that they received less than the stipulated quantity of ration. Not providing beneficiaries proof of the amount of ration sold to them is also a violation of their right to know.
7. **Making Aadhaar linking mandatory for pensions is leading to hardships for the poorest-** At the public hearing it emerged that making Aadhaar mandatory for applying for old age pensions, or for accessing the increased amount of pension is leading to hardships for the poorest. Several people testified that they are unable to apply for pension due to invalid status of their Aadhaar or are unable to access the full amount of pension due to them as that requires Aadhaar linking. The homeless who attended the public hearing testified how they were being denied even healthcare services as they did not possess Aadhaar.

### **III. Resolutions adopted at the public hearing**

1. Aadhaar must not be made mandatory for applying for a ration card or for any other entitlement, social welfare scheme in Delhi. All the relevant guidelines, notifications, circulars must accordingly be amended. Till date, the guidelines issued for identification of beneficiaries of NFSA requires each person of the household to submit their Aadhaar at the time of applying for a ration card. The rules for identifying beneficiaries, as required under section 40 of the NFSA must be immediately promulgated by the Delhi government and should address this problem.
2. To address the exclusions from rations due to Aadhaar, the Delhi government must examine its own database in terms of identifying all those who were denied ration cards or whose names were not added on ration cards as they did not possess Aadhaar. Further, special camps to include the most marginalized communities such as homeless and transgenders and for those who could not apply earlier, must be organized to ensure their inclusion in the ration system.
3. Biometric based authentication for receiving rations is leading to large scale exclusions of the poorest and the most marginalized. Further, as it emerged through testimonies in the public hearing, it is also encouraging a new form of corruption as ration dealers have managed to

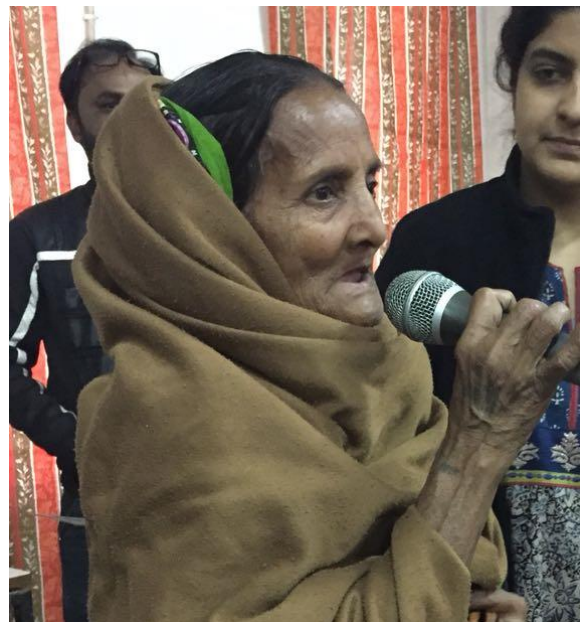
find ways to pilfer grains by misleading people that their biometrics have failed, when in fact the biometrics are getting authenticated. The government must discontinue the use of POS devices immediately and must ensure that all those who have been denied ration for January 2018 are provided ration.

4. The Delhi government must immediately promulgate rules to operationalize the grievance redress, transparency and accountability provisions of the NFSA under section 40 of the Act. This would include setting up the State Food Commission, putting in place a mechanism for social audits, appointing district level grievance officers etc. As the grievance redress and accountability provisions are applicable for all the entitlements under NFSA- rations, mid-day meal scheme, ICDS and maternity benefits, it must be ensured that the Food Commission and grievance redress officers are created as full-time positions and are adequately empowered. This is the only way in which corruption and malpractices in delivery of ration can be curtailed.
5. Ration cards must be designed in a manner that ration cardholders are provided a valid and permanent proof of sale of ration including listing the amount of grains purchased, price paid for each month.

#### IV. Selected case studies of people who testified at the public hearing

##### A. 'Aadhaar enabled' pilferage of ration (people who have not received stipulated quantity of ration, but online data shows ration has been given)

1. **Mohini Devi**, a 77 year old resident of Kusumpur Pahari testified that she didn't receive ration for the month of January 2018 as her finger prints could not be authenticated using the Aadhaar enabled Point of Sale (POS) device. She is only one whose name is listed on ration card. However, despite this, the online POS data shows that she has received 5kgs of ration on 20/1/2018 after Aadhaar authentication. She and her neighbours confirmed that she has not received ration for the month of January 2018. This implies that her grain for January has been pilfered. Either the fingerprint did authenticate but the shopkeeper misinformed her and pilfered the grain or has found a means of scamming the system into authenticating her biometrics in her absence. She again went to the ration shop on 03/02/2018 to access her ration for the month of February 2018 and her finger prints again could not be authenticated and therefore, she could not receive ration for February as well. Mohini Devi's ration card number- 077004693204. See annexure 1 for copy of online status which shows that her ration was dispersed for the month of January 2018, even though she testified that she did not receive any rations.





2. **Uma Shankar son** of Nirmala, resident of Kusumpur Pahari testified that 7 members of the family are listed on the ration card which entitles them to 35 kgs of grain every month under the NFSA. In January, 3 members of his family visited the shop across several days, but they could not access their rations, as the fingerprints of the members could not be authenticated. The other 4 four members had gone to the village for some work and weren't available in Delhi. However, the online POS data is showing that the family received 35 kgs of ration on January 24<sup>th</sup> after one person's fingerprints got authenticated. However, the family and neighbours have confirmed that they have not received ration for the month of January 2018. This implies that the grain for January has been pilfered. Ration card number of Uma Shankar's family 077001932655. See annexure 2 for copy of online status which shows that Uma Shankar's family's ration was dispersed for the month of January 2018, even though he testified that he did not receive any rations.



3. **Phoolmati**, a resident of Kusumpur Pahari in South Delhi testified that her ration card lists 5 members of her family and she is supposed to get 25 kgs of grains. The first time she went to the ration shop to access her rations for January 2018, the POS server was not working and there was no network. The second time when she went the same thing happened and therefore, she returned without her ration. The third time, she took her child along, hoping the child's fingerprint will authenticate. The ration shop keeper took the child's fingerprint and said that there is a network issue and the finger print is not getting authenticated. After that when she went again for the 4th time to get her ration, the ration shopkeeper told her that the POS device is showing that she has already received her ration and therefore, the balance against her ration card is zero. He refused to give her the ration. However, she confirmed that she has not actually received any ration for the month of January 2018. She went to circle office to complain about the pilferage of her ration entitlements but the department officials stated that they could not help her as the online system was showing that she had received her full entitlement of grain. Ration card number of Phoolmati's family 077004706869. See annexure 3 for copy of online status which shows that Uma Shankar's family's ration was dispersed for the month of January 2018, even though he testified that he did not receive any rations.



4. **Sona Devi, a 60 year old resident of New Seelampur**, testified that she has an Antyodaya ration card which entitles her to 35 kgs of grains per month under the NFSA. However, the ration shopkeeper has



been supplying her only 25 kgs and has been siphoning off the remaining 10 kgs. Despite this, the online database provides incorrect information and shows that she has been provided 35 kgs after her biometrics were authenticated using the Point of Sale device for the month of January 2018, even though she testified that she was provided only 25 kgs. Ration card number of Sona Devi's family is 077000734063. See annexure 4 for copy of online status which shows that Sona Devi's family received 35 kgs ration for the month of January 2018, even though she testified that she received only 25 kgs.

**B. Family denied ration for the month of January 2018 as Aadhaar enabled biometric authentication through POS failed**

5. **Shanti mother in law of Neelam**, resident of Kusumpur Pahari testified that on Neelam's ration card, 3 members of the family are listed. Neelam has not been able to access her ration for the month of January 2018 as her and her son's fingerprints could not be authenticated through POS. The online epos system shows they made 4 attempts to try and authenticate the fingerprints. For the month of February 2018, Neelam could access her legal entitlement to ration only after her husband took a day off from work in order to visit the shop for biometric authentication. Till date, she has not been provided rations for the month of January 2018. Her ration card number is 077004039651. See annexure 5 for copy of online status which shows that there was biometric authentication failure.
6. **Nano Devi**, resident of Kusumpur Pahari, has not received her ration for the month of January 2018 as her fingerprints could not be authenticated. She is the only one whose name is listed on ration card and she receives 5 kgs of ration per month. If her biometric fails, there is not alternative person who can try. The online epos system shows she tried to authenticate twice. For February, she managed to authenticate herself and access her ration. But for January, she has not been provided any ration. Nano Devi's ration card number is 077001961544. See annexure 6 for copy of online status which shows that there was biometric authentication failure.



7. **Samo** resident of Kusumpur Pahari, is the only one listed on her ration card, which entitles her to receive 5 kgs per month. She went to the ration shop in January 2018 but couldn't receive her ration as her fingerprints could not be authenticated using POS. There is no one else listed on her ration card who can try and authenticate. For January 2018, the online POS data is not even showing her as a authentication failure. This means that her fingerprint was perhaps not even recognized as a fingerprint and therefore, authentication could not even be initiated. Her ration card number is 077004643230.



8. **Sharda Devi**, is a widow residing in Mangolpuri. She keeps very poor health. She went to the ration shop in January 2018 but couldn't receive her ration as her fingerprints could not be authenticated using POS. There is no one else listed on her ration card who can try and authenticate. For January 2018, the online POS data is showing her as a authentication failure. Her ration card number is 077000093265.

9. **Devaki Bai**, resident of Moti Lal Nehru Camp, is 75 years old and is the only one listed on her ration card. She went to the ration shop in January 2018, but couldn't receive her ration as her fingerprints could not be authenticated using POS. There is no one else listed on her ration card who can try and authenticate. For January 2018, the online POS data is showing her as a authentication failure. Her ration card number is 077001294050. See annexure 7 for copy of online status which shows that there was biometric authentication failure.

10. **Muliya**, resident of Moti Lal Nehru Camp has a priority ration card which lists her and her husband's name. They used to receive 10 kgs of grain per month. She went to the ration shop in January 2018 but couldn't receive her ration as her fingerprints could not be authenticated using POS. Her husband's fingerprints could also not be authenticated. For January 2018, the online POS is showing that they tried to authenticate 14 times across different days, but their biometrics did not match. Her ration card number is 077001294097. See annexure 8 for copy of online status which shows that there was biometric authentication failure.

11. **Shanti**, from Jagdamba Camp is 64 years old and is the only one listed on her ration card. She went to the ration shop in January 2018 but couldn't receive her ration as her fingerprints could not be authenticated using POS. There is no one else listed on her ration card who can try and authenticate. For January 2018, the online POS is showing her as a authentication failure. Her ration card number is 077001322967. See annexure 9 for copy of online status which shows that there was biometric authentication failure.



12. **Badam**, resident of Kusumpur Pahari is entitled to 10 kgs of ration per month. On her ration card 2 members are listed. She went to the ration shop in January 2018 but couldn't receive her ration as her fingerprints could not be authenticated using POS. For January 2018, the online POS data is not even showing her as a authentication failure. This means that her fingerprint was perhaps not even recognized as a fingerprint and therefore, authentication could not be initiated. Her ration card number is 077001932574.
13. **Kaushlya**, lives in Kusumpur Pahari and on her ration card 3 members of her family are listed. They used to receive 15 kgs of grain per month. She went to the ration shop in January but couldn't receive her ration as her fingerprints and those of her family's could not be authenticated using POS. Her husband's fingerprints could also not be authenticated. For January 2018, the online POS is showing that they tried to authenticate 27 times across different days, but their biometrics did not match. Her ration card number is 077001958794. See annexure 10 for copy of online status which shows that there was biometric authentication failure.
14. **Poonam Devi** of New Seelampur, has not been able to access her rations for the month of January 2018 as her and her husband's fingerprints could not be authenticated.

**C. Not able to access ration as original card submitted for adding daughter's name**

15. **Usha Rani**, resident of Lal Gumbad camp, went to the circle office of the Food Department to get her daughter's name added in the ration card. The department took her original ration card in mid 2017 and has not returned it since then. Every time she visits the circle office, they tell her to retrieve it using the online system. However, her family's phone number has changed and therefore, she is unable to retrieve it online. As per the website of food and supply department every month 20 kgs. ration is coming for her family but the ration shopkeeper has been giving her only 15kgs. Further, she has not received her ration for the month of January 2018 because the shopkeeper is refusing to give her ration on the photocopy of the ration card. He is insisting that she bring the original ration card. Her ration card number is 077004402847

**D. Faced great difficulties in accessing rations for January 2018 due to requirement of biometric authentication**

16. **Rama**, a handicapped widow residing in Kusumpur Pahadi, has a ration card which lists names of three names of her family- her own, her handicapped son and his wife. Rama and her daughter in law went several times to collect ration for the month of January 2018 however, the fingerprints did not match. Her handicapped son who was in Rajasthan at the time, had to come all the way to Delhi to present himself at the ration shop for biometric authentication. It is only then that she could access her rations for January 2018. Her ration card number is 077001932570.



17. **Meena**, a resident of Motilal Camp, has a ration card which lists names of four names of her family. She went to collect her ration for the month of January 2018 and her fingerprints did not match, after which her son who is studying in class VI had to take leave from school and even his fingerprints did not match. Finally her daughter also a student had to take leave to present herself at the ration shop for biometric authentication. It is only then that she could access her rations for January 2018. Her ration card number is 077004483380.
18. **Basanti**, is a resident of Lal Gumbad camp. Five members of her family are listed on her ration card. She and her husband went to collect ration for January 2018 but could not receive their entitlement as their biometric authentication failed. Then she took her daughter who had to take leave from work to present herself at the ration shop for authentication. It is only when her daughter's fingerprints matched that she could access grains for January 2018. Her ration card number is 077001332192
19. **Shahida** lives in Jagdamba camp and on her ration card 3 members of her family her listed When she went to ration shop to purchase ration for the month of January 2018 her finger prints could not be authenticated. Then her husband went to the ration shop and his finger print also didn't authenticate . After few days her son took off from his work and then he went to ration shop. After trying a few times, finally his finger prints got authenticated and they received their ration. Ration card number 077001332268.
20. **Urmila** resides in Kusumpur Pahari and has an AAY ration card which entitles her to 35 kgs. of ration every month. On her ration card 5 members are listed. She went to take ration and she spent more than 3 hours at the shop as she was told that the network was slow and therefore, she had to wait. Finally, her finger prints didn't authenticate. Then her son had to

take leave and it was only when his finger prints got authenticated, that they received ration. Her ration card number is 077001932411.

21. **Rekha** resides in Kusmpur Phari. When she went to buy her ration for January 2018, she had to wait for 3 to 4 hours as the POS machine server was down. When the network was accessible again, her biometric authentication failed. Then her husband had to go to the ration shop in order to authenticate himself and access their rations.
22. **Kapuri** is from Jagdamba camp and on her ration card 4 members are listed. When she went to ration shop to receive ration for the month of January 2018 her finger prints didn't authenticate. Her husband is very ill so he could not go to the ration shop. Both the sons are working. Shankar, her son had to take leave from work and it was only after he managed to authenticate his biometrics that the family received their ration. Her ration card number is 077001325505.
23. **Bhagwan Devi** of Kusumpur Pahadi has an AAY card. She had to make multiple visits to the ration shop in order to access her grains for January 2018. It was only on her fifth visit to a ration shop that her fingerprints authenticated and she finally got her ration. Ration Card Number: 077001953799

**E. Ration card not made or names not included in ration card due to Aadhaar being made mandatory for accessing rations in Delhi**

24. **Arun Kumar**, a homeless person currently staying in the Geeta Ghat shelter is HIV+. He had applied for a ration card but could not secure a ration card as he does not possess an Aadhaar as he does not have any proof of address. He testified that he is also facing problems in accessing his medical benefits as a result of not having Aadhaar.
25. **Homeless in Geeta Ghat-** Gufran who works with the homeless in Delhi, testified that he had helped 65 homeless people from Geeta Ghat shelter apply for a ration card in April 2016. He also showed the receipts of the application form. However, none of the cards were made as the homeless did not possess Aadhaar cards.
26. **Rukshana** from Jagdamba Camp- On her ration card names of 4 members of her family are not listed because they didn't have Aadhaar card at time of applying for ration card. Ration card number – 077004142100
27. **Santosha** lives in Lal Gumbad Camp. On her ration card names of 4 children are not listed because they didn't have aadhar card at time of applying for ration card. Her ration card number is 077004404759

28. **Preeti** resides in Jagdamba Camp. On her ration card names of 3 of her children are not listed because they did not have Aadhar card at time of applying for ration card. Thereby, she is denied 15 kgs of ration every month.
29. **Taranum** resides in Jagdamba Camp. On her ration card names of 2 children are not listed because they didn't have Aadhar card at time of applying for ration card. Thereby, she is denied 10 kgs of ration every month.
30. **Rozina Begum**, resident of Lal Gumbad has a ration card. On her ration card names of 2 children are not listed because they didn't have Aadhar card at time of applying for ration card. Thereby, she is denied 10 kgs of ration every month.
31. **Jag Narayan** and his family of 5 are homeless. They do not have any address proof and therefore, have not been able to secure Aadhaar. As a result, they have been turned away from applying for a ration card.
32. **Ratna** from Swami Nagar has a ration card. But on her ration card names of 3 children are not listed because they didn't have Aadhar card at time of applying for ration card. Thereby, she is denied 15 kgs of ration every month.
33. **Akbari** lives in Jagdamba Camp. On her ration card her 3 family members- her husband, daughter –in-law and granddaughter are not listed because they didn't have Aadhar card at time of applying for ration card. Thereby, she is denied 15 kgs of ration every month.
34. **Geeta** lives in Lal Gumbad Camp. On her ration card names of 3 children are not listed because they didn't have aadhar card at time of applying for ration card. Her ration card number is 077005081144.
35. **Gazala** lives in Mangolpuri. On her ration card names of 3 members of her family are not listed because they didn't have aadhar card at time of applying for ration card.

**F. Exclusions from other social welfare benefits due to Aadhaar**

36. **Laxmi** lives in Swami Nagar. Her age in Aadhaar is recorded incorrectly as being less than 60 years, even though all her other documents, including those she submitted for Aadhaar list her age as being over 60. As a result of the error in her Aadhaar, she is unable to apply for old age pension. She has tried to get the correction done by applying 3-4 times, but to no avail. She spent Rs. 500 for retrieving her Aadhaar card from the online database and printing it.
37. **Brafi** wife of Rukampal, residents of Jagdamba Camp. She and her husband work as *presswallahas*, ironing clothes for a living. Her husband's Aadhaar is showing as inactive. When he went to rectify the issue and have his aadhaar details updated, he was informed



that no rectification is possible as his finger prints are not getting scanned as they have been burnt off due to handling hot coals. As a result, he is now unable to apply for his pension.

38. **Sumitra Devi**, is from Lal Gumbad Camp. She is not getting her increased amount of pension from WCD department in Delhi. She should receive Rs. 2500 per month but she is getting only Rs. 1500 per month as according to the department her Aadhaar is not linked with her bank account. However, the bank has informed her that they have linked her aadhar with her bank account. Despite multiple trips to the department and the bank, she is unable to redress the issue.
39. **Ramwati** resident of Lal Gumbad was a beneficiary of pension scheme. Her pension did not reach her bank account for 8 months, without any information being provided to her. She filed an RTI request seeking information about her pension and only then she got to know that her pension was being dispatched to a bank account she had in her village. She had opened her bank account in the village several decades ago when her husband had died. She has to spend about Rs. 1000 to go to the village every time she wants to operate her account.
40. **Kamini Pandey**, resident of Lal Gumbad Camp has not being getting her pension for the last 10 months as her Aadhaar is not linked with her bank account.
41. **Govind**, who is HIV+ and lives in Geeta Ghat Shelter testified that the hospital discontinued his treatment as he didn't have Aadhaar. With great difficulty, he managed to secure an Aadhaar card and was able to restart his treatment.
42. **Rekha** is a resident of basti in Malviya Nagar Corner. She has applied for Aadhaar multiple times but each time her application has got rejected. The reason is shown as data process error. As a result, her name is not listed in the ration card of her mother. Her mobile number is also blocked because it is not linked with Aadhaar.

## Annexures

### Annexure 1: Mohini Devi

#### Aadhaar enabled Public Distribution System (AePDS)

Food, Civil Supplies and Consumer Affairs  
Department  
Government of NCT, Delhi

[MIS](#)[FPS](#)[Sales](#)[UIDAI](#)[Allotment](#)[CashLess](#)[Login](#)[Grievance](#)[Contacts](#)[FAQs](#)SRC No : [Submit](#)

#### Member Details

Sl.No	Member	Gender	Age	Status
1	Mohni Devi	Female	77	Active

#### Transaction Details

Sl.No	Member	FPS	Commodity	Total Quantity (Kgs)	Avail Quantity (Kgs)	Balance Quantity (Kgs)	Month	Year	Avail. Time
1	Mohni Devi	100300100030	Rice	1.0	1.0	0.0	1	2018	2018-01-20 14:12:18.753686
2	Mohni Devi	100300100030	Wheat	4.0	4.0	0.0	1	2018	2018-01-20 14:12:18.750133

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## Annexure 2: Uma Shankar

### Aadhaar enabled Public Distribution System (AePDS)

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Department

Government of NCT, Delhi

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SRC No :

[Submit](#)

#### Member Details

SL.No	Member	Gender	Age	Status
1	Nirmila	Female	47	Active
2	Shiv Shankar	Male	25	Active
3	Arjun Prasad	Male	44	Active
4	SADHANA DEVI	Female	25	Active
5	Ravi Shankar	Male	28	Active
6	SEETA	Female	28	Active
7	UMA SHANKAR	Male	28	Active

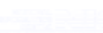
#### Transaction Details

Sl.No	Member	FPS	Commodity	Total Quantity (Kgs)	Avail Quantity (Kgs)	Balance Quantity (Kgs)	Month	Year	Avail. Time
1	UMA SHANKAR	100300100032	Rice	7.0	7.0	0.0	1	2018	2018-01-24 17:57:32.247591
2	UMA SHANKAR	100300100032	Wheat	28.0	28.0	0.0	1	2018	2018-01-24 17:57:32.244006

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## Annexure 3: Phoolmati

### Aadhaar enabled Public Distribution System (AePDS)

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Department

Government of NCT, Delhi

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SRC No :

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Member Details

Sl.No	Member	Gender	Age	Status
1	Chhote Lal	Male	40	Active
2	Shweta Mourya	Female	14	Active
3	Aditya	Male	10	Active
4	Phoolmati	Female	40	Active
5	Vikas Mourya	Male	16	Active

Transaction Details

Sl.No	Member	FPS	Commodity	Total Quantity (Kgs)	Avail Quantity (Kgs)	Balance Quantity (Kgs)	Month	Year	Avail. Time
1	Shweta Mourya	100300100030	Rice	5.0	5.0	0.0	1	2018	2018-01-04 15:33:58.601342
2	Shweta Mourya	100300100030	Wheat	20.0	20.0	0.0	1	2018	2018-01-04 15:33:58.59821

## Annexure 4: Sona Devi

### Aadhaar enabled Public Distribution System (AePDS)

Food, Civil Supplies and Consumer Affairs

Department

Government of NCT, Delhi

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SRC No :

[Submit](#)

Member Details				
Sl.No	Member	Gender	Age	Status
1	BALWANT	Male	21	Active
2	Sona Devi	Female	61	Active
3	Puspa Wati	Female	34	Active

Transaction Details									
Sl.No	Member	FPS	Commodity	Total Quantity (Kgs)	Avail Quantity (Kgs)	Balance Quantity (Kgs)	Month	Year	Avail. Time
1	Sona Devi	100100700001	Sugar	1.0	1.0	0.0	1	2018	2018-01-05 14:00:00.9733
2	Sona Devi	100100700001	Rice	10.0	10.0	0.0	1	2018	2018-01-05 14:00:00.9707
3	Sona Devi	100100700001	Wheat	25.0	25.0	0.0	1	2018	2018-01-05 14:00:00.9680

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## Annexure 5: Neelam

Error code 300 implies biometrics did not match

Showing 1 to 3,316 of 3,316 entries

[First](#) [Previous](#) [1](#) [Next](#) [Last](#)

Details for RC 077004039651 with Error Code 300			
Sl No	FPS id	Member Name	Authentication Time
1	100300100026	Abhijeet	2018-01-08 10:52:33
2	100300100026	Abhijeet	2018-01-08 10:52:14
3	100300100026	Abhijeet	2018-01-08 10:51:55
4	100300100026	Abhijeet	2018-01-08 10:51:36

## Annexure 6: Nano Devi

Showing 1 to 3,316 of 3,316 entries

[First](#) [Previous](#)

Details for RC 077001961544 with Error Code 300			
Sl No	FPS id	Member Name	Authentication Time
1	100300100032	Nanno Devi	2018-01-11 12:16:14
2	100300100032	Nanno Devi	2018-01-11 12:15:53

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## Annexure 7: Devaki Bai

v.in/dl/Attempt\_Fail\_Interface.jsp

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1 of 1

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Options ▾

769	R.K PURAM	100800500015	5520	077001202105	2	Details
1	Devaki Bal	300	Biometric data did not match		2018-01-05 15:25:31.561062	
Close						
777	R.K PURAM	100800500017	7774	077001293571	4	Details
778	R.K PURAM	100800500017	7774	077001294050	1	Details
779	R.K PURAM	100800500017	7774	077001294097	14	Details
780	R.K PURAM	100800500017	7774	077001294117	1	Details
781	R.K PURAM	100800500017	7774	077004875834	14	Details
782	R.K PURAM	100800500018	7813	077001297479	2	Details
783	R.K PURAM	100800500018	7813	077004287440	19	Details
784	R.K PURAM	100800500018	7813	077004355809	4	Details
785	R.K PURAM	100800500018	7813	077004356002	1	Details
786	R.K PURAM	100800500018	7813	077004425308	1	Details
787	R.K PURAM	100800500018	7813	077004429019	2	Details

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## Annexure 8: Muliya

Showing 1 to 2 of 2 entries (filtered from 2,192 total entries)

[First](#) [Previous](#) [1](#)

Details for RC 077001294097 with Error Code 300			
Sl No	FPS id	Member Name	Authentication Time
1	100800500003	Kishna	2018-01-18 17:01:40
2	100800500003	Kishna	2018-01-18 17:01:16
3	100800500003	Muliya	2018-01-18 17:00:05
4	100800500003	Muliya	2018-01-18 16:59:48
5	100800500003	Muliya	2018-01-18 16:57:35
6	100800500003	Kishna	2018-01-18 16:57:09
7	100800500003	Kishna	2018-01-18 16:56:44
8	100800500003	Kishna	2018-01-18 16:56:17
9	100800500003	Kishna	2018-01-18 16:56:01
10	100800500017	Kishna	2018-01-10 12:46:41
11	100800500017	Kishna	2018-01-10 12:46:22
12	100800500017	Muliya	2018-01-10 12:45:28
13	100800500017	Muliya	2018-01-10 12:45:02
14	100800500017	Kishna	2018-01-06 15:51:54

## Annexure 9: Shanti Devi

Abstract for Error code 300 in District NEW DELHI			
Office	FPS id	RC No	Total Authentications
GREATER KAILASH	100800600003	<u>077001322967</u>	1

## Annexure 10: Kausalya

SLNo	Office	FPS	License No	SRC No	No. Of Attempts	Trans Details
308	MEHRAULI	100300100030	8785	<u>077001958794</u>	27	<a href="#">Details</a>
309	MEHRAULI	100300100030	8785	077001959026	8	<a href="#">Details</a>
310	MEHRAULI	100300100030	8785	077001959525	10	<a href="#">Details</a>
311	MEHRAULI	100300100030	8785	077001959548	5	<a href="#">Details</a>
312	MEHRAULI	100300100030	8785	077001959556	10	<a href="#">Details</a>
313	MEHRAULI	100300100030	8785	077004005971	3	<a href="#">Details</a>
314	MEHRAULI	100300100030	8785	077004039260	4	<a href="#">Details</a>
315	MEHRAULI	100300100030	8785	077004376095	4	<a href="#">Details</a>
316	MEHRAULI	100300100030	8785	077004386441	1	<a href="#">Details</a>
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