

**ACTION HISTORY OF RTI REQUEST No.DITEC/R/T/22/00056**

**Applicant Name** Prabha Devi

**Text of Application** Provide detailed information under Right to Information Act on complaint number MINIT/E/2022/00703 addressed to Ministry of Electronics and Information Technology.

**Reply of Application** Since the matter of your complaint vide reg. no. MINIT/E/2022/00703 dated 17.02.2022 (received on CPGRAMS Portal) was related to UIDAI and UIDAI is functional in CPGRAMS as a Separate organisation with a designated Nodal Grievance Officer, the same was returned with request to lodge your complaint directly to the Nodal Grievance officer of UIDAI. The action history of your grievance is attached herewith.

<b>SN.</b>	<b>Action Taken</b>	<b>Date of Action</b>	<b>Action Taken By</b>	<b>Remarks</b>
1	RTI REQUEST RECEIVED	17/02/2022	Nodal Officer	MOIAB/R/E/22/00079
2	REQUEST FORWARDED TO CPIO	21/02/2022	Nodal Officer	Forwarded to CPIO(s) : (1) Sandeep Kr. Ambasta (SG)
3	REQUEST DISPOSED OF	15/03/2022	Sandeep Kr. Ambasta (SG)-(CPIO)	

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## Details for registration number : MINIT/E/2022/00703

<b>Name</b>	
<b>Date of receipt</b>	17/02/2022
<b>Address</b>	
<b>District name</b>	
<b>State name</b>	Uttar Pradesh
<b>Mobile no</b>	
<b>Email Id</b>	
<b>Grievance description</b>	
<p>श्रीमान, मेरे द्वारा दिनांक 04/02/2022 को मोबाईल नम्बर मेरे आधार से लिंक करने हेतु जन सुविधा केन्द्र के माध्यम से आनलाईन आवेदन किया गया जिसकी अपडेट अनुरोध संख्या , तिथि: 04022022 एवं समय 151829 है। किंतु 20 से अधिक कार्य दिवस बीत जाने के उपरांत भी मैं अपना ई-आधार डाउनलोड नहीं कर पा रही हूँ।</p> <ul style="list-style-type: none"><li>जबकि बायोमैट्रिक(जन सुविधा केन्द्र पर उपलब्ध) के माध्यम से जब आधार को प्रिंट किया तो मेरा मोबाईल नम्बर आधार में उपलब्ध है।</li></ul> <p>जब भी मैं अपना आधार <a href="http://myaadhaar.uidai.gov.in/genricDownloadAadhaar">myaadhaar.uidai.gov.in/genricDownloadAadhaar</a> के माध्यम से डाउनलोड करने का प्रयास करती हूँ तो मुझे निम्नलिखित एरर प्राप्त होती है।</p> <p>Request URL: <a href="http://tathya.uidai.gov.in/unifiedAppAuthService/api/v2/generate/aadhaar/otp">tathya.uidai.gov.in/unifiedAppAuthService/api/v2/generate/aadhaar/otp</a> Request Method: POST Request Payload:</p> <pre>"uidNumber": "374731381813", "captchaTxnId": "SfK516YVcVdm", "captchaValue": "Tk6xHE", "transactionId": "MYAADHAAR:58d83a76-9268-4dc9-ad35-34bf6fb1e632"</pre> <p>Response: Status Code: 200 OK</p> <pre>"httpStatus": "OK", "message": "We are unable to reach authentication service to serve you OTP. Please try again later", "code": 500, "transactionId": "374731381813:0fce5e85-cba1-4544-94b6-d426400b1891:MOBILE_NO", "traceCode": "374731381813:0fce5e85-cba1-4544-94b6-d426400b1891:MOBILE_NO", "type": "UNABLE_TO_REACH_AUTH_SERVICE_ERROR", "status": "Failure", "errorCode": null</pre>	
<b>Additional Information</b>	Not Provided

**Grievance Document**



**Type of receipt**

Direct Receipt

**Action History of registration number: MINIT/E/2022/00703**

SN.	Action Taken	Date of Action	From	To	Remarks	Action Taken by	Docume
1	RECEIVED THE GRIEVANCE	17/02/2022	COMPLAINANT - (C1TZN)	Ministry of Electronics & Information Technology - (MINIT)			
2	NO ACTION REQUIRED	17/02/2022	Ministry of Electronics & Information Technology - (MINIT)	COMPLAINANT - (C1TZN)	Since the subject matter relates to UIDAI. Please file your grievance directly to Nodal Officer of UIDAI.	Ms. Simmi Chaudhary (Economic Adviser)	

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