



MAYUR PANDEY <adv.mayurpandey@gmail.com>

FORMAL COMPLAINT: Illegal Charging and Financial Malpractice at ASK Raipur (Shyam Plaza) Chhattisgarh

1 message

MAYUR PANDEY <adv.mayurpandey@gmail.com>

Thu, Mar 19, 2026 at 6:38 PM

To: help@uidai.gov.in, ddg-rohyd@uidai.net.in, dir1-rohyd@uidai.net.in, osdtoceo@uidai.net.in, collector-rpr.cg@gov.in, complaintacbeow@gmail.com

Cc: js.ssoffice@meity.gov.in, ceo@uidai.gov.in, cmcg@gov.in, hobaccg@cbi.gov.in

Respected Sir/Madam,

I am writing to lodge a formal complaint regarding a financial malpractice transaction and illegal overcharging incident that occurred at the Aadhaar Seva Kendra (ASK), Shyam Plaza, Raipur, during my daughter's first Mandatory Biometric Update (MBU).

Date of Incident: 12.03.2026**Time:** Between 09:15 AM – 10:15 AM**Location:** Aadhaar Seva Kendra, Shyam Plaza, Raipur, Chhattisgarh.

Details of the Incident: My daughter, aged 5 years and 2 months, was at the center with me for her **first Mandatory Biometric Update**. As per UIDAI guidelines, the first MBU for children between 5–7 years is **free of charge**. However, the following irregularities took place:

1. **Illegal Charges:** The female official at the payment counter insisted on a payment of **₹125**, despite my verbal inquiry regarding the "free" status of the service. It is pertinent to note that a special waiver is currently in effect, making the MBU free for children aged 7-15 year's until September 30, 2026.
2. **Private UPI Scanner:** I was directed to pay via a UPI QR code placed inside the counter. The payment was credited to an account under the name **"MOHD AMIN ANSARI"** rather than an official UIDAI or government account.
3. **Discrepancy in Receipt:** Upon completion, the official **Acknowledgement Slip** issued to me clearly mentions the charges as **₹0 (Zero)**.
4. **Evasive Behavior:** When I questioned the update personnel regarding why the slip showed ₹0 while I had paid ₹125, I was redirected back to the counter official, who had previously refused to provide a valid explanation.
5. **Parallel Accounting:** The center appears to be maintaining a "rough paper register" to track these illegal collections, assigning unofficial numbers (mine was **111**, which was handwritten on my application form).

Evidence Attached:

- **UPI Payment Screenshot:** Showing ₹125 paid to "Mohd Amin Ansari."
- **Counter Photograph:** Showing the female official and the unauthorized QR scanner. [On Zooming the image Bar Code can be scanned for verifying the details as claimed in this complaint]
- **Acknowledgement Slip:** Showing the official charge as ₹0.
- **Application Form:** With the handwritten entry "111" from their internal register.

Demand for Action: This is a clear case of corruption and extortion of citizens at a government-authorized center. I demand:

- An immediate investigation into the operations of the Shyam Plaza ASK, Raipur.
- Strict disciplinary and legal action against the officials involved.

Kindly treat this urgent complaint with the seriousness it deserves. This matter is being reported to MeitY and other statutory authorities for further legal and administrative action.

I look forward to your prompt intervention to ensure other citizens are not cheated in this manner.

Note: Please let me know in case any other information is required.

Sincerely,

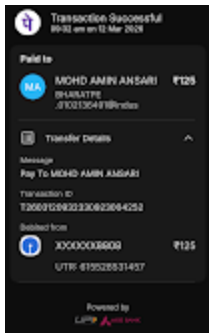
MAYUR PANDEY

7509000095

5 attachments



Counter BAR CODE ZOOM IMAGE.jpg
1175K



TransactionReceipt1744792826901195731.jpeg
177K



AADHAR ACKNOWLEDGEMENT SLIP.pdf
384K



MBU APPLICATION FORM.pdf
668K



COUNTER ASK SHYAM PLAZA RAIPUR.heic
1421K



111

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For (a) Resident Indian child, or (b) Non-Resident Indian child having Proof of Address in India
(aged 5 years and above and less than 18 years)

Please follow the instructions given below this form and use only upper case (block or capital) letters.

1	Purpose: ☐ Enrolment OR ☒ Update
2	Resident status: ☒ Resident Indian OR ☐ Non-Resident Indian (NRI) {See paragraph 1(c) of the declaration below this form}
3	Demographic information (For update, please fill only the information to be updated): (a) Name: <u>LAVANYA PANDEY</u> (Please fill as given in the document presented in support of the POI, while omitting any titles, honorifics and aliases) (b) Gender: ☒ Female ☐ Male ☐ Third gender / Transgender (c) Date of Birth: <u>25/12/2020</u> (DDMMYYYY) OR Age: <u>005</u> years ☐ Verified OR ☐ Declared OR ☐ Approximate (only for age) (For declared or approximate, only year of declared/approximate birth will be printed on Aadhaar card) (d) Email : _____ (e) Mobile number: <u>7509000095</u>
4	Basis of enrolment/update: ☐ Document verification OR ☐ Confirmation by Head(s) of Family {HoF(s)}
5	For document-based enrolment/update, additional demographic information and documents presented: (Address information should be filled only in case of enrolment or update of address) (a) Address: _____ House no. / Building / Flat no.: _____ Street: _____ Landmark: _____ Ward no.: _____ Area/Locality/Sector: _____ Village/Town/City: _____ Post Office (mandatory): _____ PIN code (mandatory): _____ Sub-district: _____ District: _____ State: _____ (b) Type of documents presented: (See "List of acceptable supporting documents" displayed on the website of UIDAI and enrolment centres) (i) Proof of Identity (POI): _____ (ii) Proof of Address (POA): _____ (iii) Proof of Date of Birth (PDB) (optional): _____
6	For HoF-based enrolment or update of demographic information, additional information and documents presented: (a) Details of HoF: (i) Name: <u>MAHUR PANDEY</u> Aadhaar no.: <u>6046 4658 9002</u> (ii) Relationship with the child: ☐ Mother ☒ Father ☐ Legal guardian (b) Type of Proof of Relationship (POR) document presented: (See "List of acceptable supporting documents" displayed on the website of UIDAI and enrolment centres) I confirm the identity of the child named above and that she/he is related to me as mentioned. I hereby consent that the address recorded against my Aadhaar number may be recorded as the address against the Aadhaar number of the child and that my biometric information may be used to establish my identity. Signature of HoF: <u>[Signature]</u>
7	For update, additional information: (a) Aadhaar number of the child: <u>8599 1191 5640</u> (b) Information to be updated: ☒ Biometric (photo, fingerprints and irises) ☐ Name ☐ Date of Birth ☐ Gender ☐ Address ☒ Mobile ☐ Email ☐ Update of POI and POA documents
Declaration 1. I hereby confirm and declare that— (a) all the information and documents submitted is correct to the best of my knowledge and belief; (b) I and the child are entitled to the documents/information evidencing proofs cited above; and (c) the child is a resident of India (resided in India for 182 days or more in 12 months immediately preceding my enrolment application) OR that the child is a Non-Resident Indian (valid Indian passport holding citizen who is not resident of India). 2. I understand that if the above declaration is found to be incorrect, the Aadhaar number of the child may be deactivated and, in addition, action may be taken against me as per law. 3. I understand that the above information may be used, disclosed or shared in accordance with the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 and regulations made thereunder. 4. I hereby give my consent for electronically obtaining information evidencing proof of identity, address, birth and/or relationship from the databases of the authorities dealing with the preparation or maintenance of such information and for sharing the above information and documents with government agencies and/or any such authority, for the purpose of verification. Signature of verifier: <u>[Signature]</u> Signature / thumb impression of mother, father or lawful guardian: <u>[Signature]</u> Name of verifier: <u>PURNIMA</u> Name of signatory: _____ Date and time: <u>12/03/26</u>	

अ
Aadha







Transaction Successful

09:32 am on 12 Mar 2026

Paid to



MOHD AMIN ANSARI

₹125

BHARATPE

.0102136491@indus



Transfer Details



Message

Pay To MOHD AMIN ANSARI

Transaction ID

T2603120932330923004252

Debited from



XXXXXX8808

₹125

UTR: 615528531457

Powered by





Unique Identification Authority of India, Government of India / भारतीय विशिष्ट पहचान प्राधिकरण, भारत सरकार



Acknowledgement/Consent for update / पावती / नवीनीकरण सहमति

SID / नामांकन संख्या: S145265611087020260312095347

Date / तिथि: 12/03/2026 09:53:47

Appointment No / नियुक्ति संख्या: -NA-

AADHAAR No / आधार संख्या: XXXXXXXX5640

Update(s) made as per request :

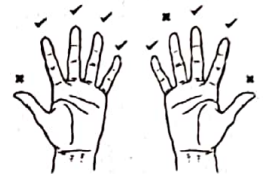
Demographics update -

Name : Lavanya Pandey

नाम : Lavanya Pandey



Fingerprint quality



✓ : Good Quality fingerprint, recommended for authentication.
✗ : Poor Quality finger or missing finger.
Biometrics Captured: Pass (Less Than 10)

Biometrics Update / बायोमेट्रिक डेटा अपडेट: Yes

Information Sharing Disclosure / जानकारी साझा करने के प्रकटीकरण: Yes / सहमति

Registrar: UIDAI-Registrar

Enrolment Agency: UID03

Location Id: 2114.995605,8138.713378

You can get only one Aadhaar number. Please do not enrol again unless asked to.

Disclosure under section 3(2) of THE AADHAAR (TARGETED DELIVERY OF FINANCIAL AND OTHER SUBSIDIES, BENEFITS AND SERVICES) ACT, 2016: I confirm that I have been residing in India for at least 182 days in the preceding 12 months / I confirm that I am a Non resident Indian (NRI) & information (including biometrics) provided by me to the UIDAI is my own and is true, correct and accurate. I am aware that my information including biometrics will be used for generation of Aadhaar and authentication. I understand that my identity information (except core biometric) may be provided to an agency only with my consent during authentication or as per the provisions of the Aadhaar Act. I have a right to access my identity information (except core biometrics) following the procedure laid down by UIDAI.



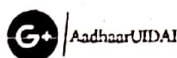
(Signature)

Lavanya Pandey
Signature/Thumbprint
हस्ताक्षर/अंगुठा

CASH RECEIPT

Resident Name : Lavanya Pandey				
Date of Receipt Printing : 12/03/2026				
Receipt Number :				
Registrar Name : UIDAI-Registrar		Enrolment Agency Details : UID03		
Services		Amount Charged	GST	Total Amount Charged
New Enrolment	No	Rs 0	18%	Rs 0
Update				
Mandatory Biometric Update	Yes	Rs 0	18%	Rs 0
Demographic Update	No			
Biometric Update	Yes			

(Signature)
Bhupendra Sahas (BLS008_010)
(Signature)
Enrolment Operator



For enquiry, please contact किसी तरह का भ्रष्टाचार के लिए, कृपया संपर्क करें

help@uidai.gov.in

https://www.uidai.gov.in

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It may take up to 3 days for Aadhaar updates to reflect online. New enrolments for adults (16+) can take up to 180 days, while Aadhaar generation for children takes around 60 days. Updates to gender, address, mobile, and email may take up to 30 days, and name or date of birth changes up to 60 days. If your Aadhaar is over 10 years old and hasn't been updated, it's recommended to refresh your documents for accuracy. Check status on the myAadhaar portal or via the myAadhaar app.