

**GOVERNMENT OF INDIA**

**MINISTRY OF EXTERNAL AFFAIRS**

**LOK SABHA**

**UNSTARRED QUESTION No-860**

**ANSWERED ON- 26/07/2024**

**PROCEDURE FOR ISSUE OF PASSPORTS**

**860. SHRI M K RAGHAVAN**

**Will the Minister of EXTERNAL AFFAIRS be pleased to state :-**

- (a) whether Government has noticed that there is a huge delay in receipt of passports through post offices in India and if so, the details thereof;**
- (b) the steps being taken to expedite the issuance of passport through post offices;**
- (c) whether the Government has simplified procedures for issuance of passports and if so, the details thereof;**
- (d) whether any new passport seva kendras are being planned in Calicut Parliamentary constituency, if so, the details thereof;**
- (e) whether the Government has any special insurance mechanisms for the Indian diaspora working abroad and if so, the details thereof and the total amount of compensation granted under the same; and**
- (f) whether the Government has observed that overcrowded labour camps are operating in foreign countries and if so, the details of step taken to ensure that no Indian lives are lost due to such overcrowded labour camps?**

## **ANSWER**

**THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS**

**(SHRI KIRTI VARDHAN SINGH)**

**(a & b) The processing time of Passport applications vary in various jurisdictions and any backlog is addressed by responsive measure. Applicants can apply for appointment online through the Passport Seva portal and schedule an appointment to visit the designated Post Office Passport Seva Kendras (POPSKs) to complete the necessary formalities. At POPSKs, photographs, biometrics, and supporting documents are electronically captured. After ensuring completeness of the applications in all respects, further processing of the applications is done at the respective Regional Passport Offices, as per procedures and rules. Immediately upon receipt of clear police verification report, passports are issued in a timely manner and subsequently, delivered to the applicants efficiently.**

**(c) The Government has simplified the passport issuance process in several ways. To streamline, liberalise and ease the process of passport issuance, the Ministry has taken several steps to simplify passport policy, benefitting citizens of India in applying for and obtaining a passport.**

**The Passport portal ([www.passportindia.gov.in](http://www.passportindia.gov.in)) is user friendly, accessible to anyone, from anywhere and anytime in India. An applicant can apply for passport from anywhere in India. This citizen-friendly initiative has enabled**

**applicants to choose the Passport Office (PO) and thus the desired PSKs/ POPSKs under the Regional Passport Office (RPO) where they wish to submit their application , irrespective of whether the present residential address specified in the application form lies within the jurisdiction of the selected RPO or not. Citizens can also apply, pay and schedule appointments for passport services on mPassportSeva mobile app, and do not require access of computer and printer to apply for passport services. The mPassport Seva mobile app enables users to apply, pay and schedule appointments for passport services. It also provides passport related information, including the location of PSKs/POPSKs, applicable fees, submission methods and tracking of passport application status on a smart phone. Ministry's mPassport Police App is being used by Police authorities for verification of antecedents of the applicants in a paperless digital flow. Further, DigiLocker has been successfully integrated with the Passport Seva Programme (PSP) system enabling citizens to submit various documents required for passport services through DigiLocker in a paperless mode. For speedy issue of Passport there is a 'Tatkaal Scheme'. In order to make passport issuance process more inclusive, for the transgender community, the Government has issued guidelines to accept Certificate of Identity/ Identity Card, issued under the Transgender Persons (Protection of Rights) Act, 2019 for the purpose of change of name and gender in passport following change of gender from male to female or *vice versa*.**

**(d) There is one PSK operational in the Calicut/ Kozhikode Lok Sabha Parliamentary Constituency under RPO Kozhikode in Kerala.**

**(e) The Pravasi Bharatiya Bima Yojana (PBBY) is a scheme aimed at safeguarding the interests of Indian emigrant workers falling under Emigration Check Required (ECR) category going for overseas employment to ECR countries. PBBY provides mandatory insurance for all Emigration Check Required (ECR) category workers going to ECR countries. The scheme provides an insurance cover of INR 10 Lakhs in case of accidental death or permanent disability and other benefits at a nominal insurance premium of INR 275/- for two years or INR 375/- for three years validity. The revised PBBY scheme effective from August, 2017 provides insurance coverage for both ECR and ECNR passport holders and has made settlement of claims simpler for the benefit of emigrant workers. To avail the PBBY by ECR passport holders going to ECR countries, registration is compulsory and is done by Recruiting Agencies. ECNR passport holders are required to register themselves on e-migrate portal to avail the facility of PBBY. The registration on e-migrate portal is mandatory requirement for insurance companies to issue PBBY policies. The e-migrate portal facilitates on-line renewal of PBBY policy within 30 days of its expiry. The PBBY now provides for:**

**(i) Global coverage irrespective of change of employer, employee's location and place of work,**

**(ii) Acceptance by insurance companies of certification of accidental death/permanent disability by Indian Missions/Posts abroad; and**  
**(iii) Facility for online renewal and copy of insurance policy is to be made available to the nominee(s).**

**As per information received from the insurance companies, under the PBBY scheme, from November, 2022 to May, 2024 an amount of Rs 2,47,73,515/- has been paid by the insurance companies in settlement of the insurance claim.**

**(f) In consultation with local authorities and social workers, the concerned Embassy of India/Consulate of India representatives visit labour camps at regular intervals. The concerned Embassy of India/Consulate of India representatives also arrange health check-ups and financial awareness sessions in the labour camps. The improvement in living conditions of Labour is an important issue which is constantly pursued with Employers and Labour camp facility owners/ operators. The concerned Embassy of India/Consulate of India also coordinates with local authorities for their strict monitoring and implementation of local regulations regarding living conditions in labour camps.**

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