

**GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA**

STARRED QUESTION NO:425
ANSWERED ON:25.08.2004
INSPECTION OF PASSPORT OFFICES
Manvendra Singh Shri ;Owaisi Shri Asaduddin

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) whether inspection of passport offices in various States have been conducted in the last two years;
- (b) if so, the details thereof, State-wise;
- (c) the details of irregularities/shortcomings observed in these offices;
- (d) the number of applications pending in various passport offices as on date, State-wise;
- (e) the time by when these applications are likely to be cleared and steps taken for the same;
- (f) whether there is any fresh proposal to open passport offices in the states; and
- (g) if so, the details thereof, state-wise?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS (SHRI RAO INDERJIT SINGH)

(a) to (g) A statement is laid on the table of the House.

Statement with reference to parts (a) to (g) to the answer of Lok Sabha Starred Question No. 425 to be answered on 25-8-04

(a) Yes Sir.

(b) The details are given in Annexure `A`.

(c) Inspection of Passport Offices is undertaken on a regular basis at various levels, including at the level of Minister of State. The main objective of such inspections is to oversee the various aspects of functioning of the Passport Offices, particularly with regard to timely rendering of Passport and related services, pendency in issuance of passports, availability of adequate facilities for Public, redressal of Public Grievances, implementation of norms and increasing productivity, maintenance and cleanliness of office premises, implementation of various instructions by the Passport Offices and liaison with State and district authorities especially for expediting police verifications, publicity of various instructions by Passport Offices, holding of `Passport Adalats/Camps`, display of information particularly concerning rules and regulations for the benefit of public, and attendance of employees etc. The inspections are also carried out with regard to implementation of official language in the Passport Offices. Necessary follow-up action is taken after the inspection. Some important shortcomings observed during these inspections are - delays in issuance of passports, overcrowding, applicants visiting Passport Offices repeatedly for getting the required services, state of upkeep and maintenance in office premises, inadequate facilities for public, problem of touts outside the Passport Office premises.

(d) The details are given in Annexure `B`.

(e) The passports are issued after receipt of police verification and processing the applications. The issuance of passports is a continuous process. As the current pending applications are processed and passport issued in a few weeks, the new applications come for similar action. Thus no application is held up for issuance of passports where police verification has been received and application is complete in all respects. Several measures have been taken by the Government from time to time to clear the pendency and keep it as less as possible. These include special drives to eliminate pendencies by deploying additional staff from other Passport Offices and by providing additional equipment/hardware including machine printers, computerisation of Passport Offices, decentralisation of submission of passport applications to district level, machine writing of passports in place of manually writing the passports, and requesting State and district authorities to expedite police verifications.

(f) Yes, Sir.

(g) There is a Government decision to open Passport Offices in Dehradun, Raipur and Shimla.

Annexure-A

INSPECTION OF PASSPORT OFFICES DURING 2002- 2004

Sl.No	State	Passport Office	Inspected by	Dates of visit
1	Andhra Pradesh	Hyderabad	Secretary(PCD)	11th to 12th May 2002
2	Andhra Pradesh	Hyderabad	Secretary(PCD)	24th to 28th April 2003
3	Andhra Pradesh	Hyderabad	Director(PV)	16th to 18th June 2002
4	Andhra Pradesh	Hyderabad	Joint Secretary(CPV-II)	24th to 27th August 2003
5	Andhra Pradesh	Hyderabad	Minister of State(VK)	25th to 27th August 2003
6	Andhra Pradesh	Visakhapatnam	Secretary (PCD)	24th to 28th April 2003
7	Assam	Guwahati	Joint Secretary(CPV)	17th to 19th August 2001
8	Assam	Guwahati	Joint Secretary(CPV)	30th to 31st December 2002
9	Bihar	Patna	Joint Secretary(CPV)	26th to 27th February 2002
10	Delhi	Delhi	Minister of State (EA)	`11th August, 2004`
11	Gujarat	Ahmedabad	Secretary(PCD)	25th to 26th September 2003
12	Gujarat	Ahmedabad	Secretary(PCD)	20th to 21st February 2004
13	Gujarat	Ahmedabad	Director(PV)	25th to 26th March 2002
14	Gujarat	Ahmedabad	Director(PV)	27th to 28th May 2002
15	Gujarat	Ahmedabad	Joint Secretary(CPV-II)	26th to 27th June 2003
16	Gujarat	Ahmedabad	Joint Secretary(CPV-II)	1st to 3rd December 2003
17	Gujarat	Ahmedabad	Joint Secretary(CPV-II)	20th February 2004
18	Gujarat	Surat	Secretary(PCD)	15th & 16th August 2003
19	J & Kashmir	Jammu	Joint Secretary(CPV)	24th to 26th May 2002
20	J & Kashmir	Jammu	Minister of State(VK)	`11th June, 2003`
21	Jharkhand	Ranchi	Director(PV)	1st April 2002
22	Jharkhand	Ranchi	Director(PV)	15th to 16th April 2002
23	Karnataka	Bangalore	Joint Secretary(CPV-II)	24th to 27th August 2003
24	Karnataka	Bangalore	Minister of State(VK)	25th to 27th August 2003
25	Kerala	Kozhikode	Director(PV)	3rd to 5th May 2002
26	Kerala	Kozhikode	Assistant Passport Officer(Inspection)	1st to 4th January 2003
27	Kerala	Kozhikode	Joint Secretary(CPV)	1st to 3rd January 2002
28	Kerala	Trivandrum	Joint Secretary(CPV-II)	12th to 18th October 2003
29	Madhya Pradesh	Bhopal	Assistant Passport Officer(Inspection)	9th to 11th November 2003
30	Madhya Pradesh	Bhopal	Director(PV)	9th to 11th November 2003
31	Maharashtra	Mumbai	Director(PV)	3rd to 5th May 2002
32	Maharashtra	Mumbai	Director(PV)	22nd to 23rd February 2003
33	Maharashtra	Mumbai	Joint Secretary(CPV)	21st to 22nd January 2002
34	Orissa	Bhubaneswar	Director(PV)	7th to 13th October 2002
35	Punjab	Chandigarh	Secretary(PCD)	11th to 12th March 2003
36	Punjab	Chandigarh	Secretary(PCD)	10th February 2004
37	Punjab	Chandigarh	Joint Secretary(CPV-II)	8th to 10th February 2004
38	Punjab	Chandigarh	Minister of State(VK)	10th February 2004
39	Punjab	Jalandhar	Director(PV)	30th to 31st October 2003
40	Rajasthan	Jaipur	Deputy Secretary(PVA)	4th and 5th February 2002
41	Tamil Nadu	Chennai	Secretary(PCD)	26th to 27th July 2002
42	Tamil Nadu	Chennai	Assistant Passport Officer(Inspection)	8th to 16th March 2002
43	Tamil Nadu	Chennai	Secretary(PCD)	24th to 25th December 2003
44	Tamil Nadu	Chennai	Director(PV)	16th to 18th June 2002
45	Tamil Nadu	Chennai	Joint Secretary(CPV-II)	24th to 27th August 2003
46	Tamil Nadu	Chennai	Joint Secretary(CPV-II)	12th to 18th October 2003
47	Tamil Nadu	Chennai	Minister of State(VK)	25th to 27th August 2003
48	Tamil Nadu	Chennai	Joint Secretary(CPV)	13th to 18th June 2002
49	Tamil Nadu	Chennai	Secretary(PCD)	19th to 20th March 2004
50	Tamil Nadu	Trichy	Joint Secretary(CPV-II)	12th to 18th October 2003
51	Tamil Nadu	Trichy&Chennai	Secretary(PCD)	2nd to 6th February 2002
52	Uttar Pradesh	Ghaziabad	Joint Secretary(CPV-II)	2002/03
53	Uttar Pradesh	Ghaziabad	Joint Secretary(CPV-II)	Mar-04
54	Uttar Pradesh	Lucknow	Secretary(PCD)	15th & 16th February 2002
55	Uttar Pradesh	Lucknow	Secretary(PCD)	2nd to 3rd April 2003
56	Uttar Pradesh	Lucknow	Secretary(PCD)	2nd & 3rd April 2003

57 West Bengal Kolkata Director(PV) 7th to 13th October 2002
58 West Bengal Kolkata Joint Secretary(CPV-II) 8th to 10th October 2003

Summary of Inspections

Level of Inspection Number of inspections

MOS 5
Secretary 15
Joint Secretary(CPV) 7
Joint Secretary(CPV-II) 13
Director 13
Deputy Secretary 1
APO(Inspection) 3

Total 57

`Apart from above inspection, the Standing Committee of Parliament on External Affairs and Parliamentary Committee on Official Language have also inspected the Passport Offices. The number of such visit is as follows:`

Standing Committee on External Affairs - 17
Parliamentary Committee on Official Language - 7

ANNEXURE B

NUMBER OF PASSPORT APPLICATIONS PENDING IN PASSPORT OFFICES

Sl.No. PASSPORT OFFICE PENDENCY AS OF 16.8.04

1 AHMEDABAD 11325
2 BANGALORE 4070
3 BAREILLY 913
4 BHOPAL 1859
5 BHUBANESHWAR 5893
6 KOLKATA 334
7 CHANDIGARH 5956
8 CHENNAI 9525
9 COCHIN 9049
10 DELHI 16727
11 GHAZIABAD 6420
12 GUWAHATI 1381
13 HYDERABAD 1772
14 JAIPUR 15142
15 JALANDHAR 1446
16 JAMMU 206
17 KOZHIKODE 29250
18 LUCKNOW 7560
19 MUMBAI 13371
20 NAGPUR 508
21 PANAJI 81
22 PATNA 15891
23 PUNE 488
24 RANCHI 161
25 SRINAGAR 178
26 SURAT 10414

27 THANE NIL
28 TIRUCHIRAPPALI 11918
29 TRIVANDRUM 4374
30 VISAKHAPATNAM 846

TOTAL 187058