

**GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA**

UNSTARRED QUESTION NO:1739

ANSWERED ON:10.12.2008

PASSPORT SEVA KENDRAS

Ajaya Kumar Shri S.;Chaudhary Shri Pankaj;Jagannath Dr. M.;Sujatha Smt. C.S.

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) the names of the private companies identified for processing work relating to issuance of passports;
- (b) whether an agreement has been signed between the Ministry and Tata Consultancy Services (TCS) to set up some Passport Seva Kendras across the country;
- (c) if so, the details thereof; and
- (d) the time by which the said agreement is likely to be implemented?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS(SHRI E. AHAMED)

(a), (b) & (c) Keeping in view the growing demand for passports and with the objective of delivering all passport related services to the citizens in a timely, transparent, more accessible and reliable manner, Cabinet approval for the Passport Seva Project was obtained in September 2007.

After following an open bidding process, M/s Tata Consultancy Services Limited (TCS) were selected as the Service Provider. The Master Services Agreement between the Ministry of External Affairs and M/s TCS was signed on October 13, 2008.

The proposal is to have 77 Passport Seva Kendras all over the country where the non-sovereign functions, involved in the passport issuance process, such as initial scrutiny of the application forms, acceptance of fee, scanning of the documents, taking photos, etc., will be performed by Tata Consultancy Services. The sensitive activities, such as police verification, printing and dispatch of passports, will be performed by the Government staff. The project is expected to result in the issue of passports within three days, and where police verification is required, within three days after completion of the verification process.

(d) The Project is expected to be implemented fully to cover the entire country by the beginning of 2010.