

**GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA**

UNSTARRED QUESTION NO:593
ANSWERED ON:08.07.2009
PASSPORT OFFICES IN THE COUNTRY
Choudhary Shri Harish

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) the number of passport offices in the country at present, State-wise;
- (b) the number of applications processed on an average in a month by these offices;
- (c) whether there is any delay in issuing passports;
- (d) if so, the reasons therefor alongwith the steps taken/being taken for streamlining the process of issuing passports to the applicants to cut down the delays;
- (e) the details of time frame fixed for issue of passports;
- (f) whether there has been frequent hike in passport application fee; and
- (g) if so, the reasons therefor?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS(SHRI SHASHI THAROOR)

- (a) A State-wise list of Passport Offices in India is enclosed.
 - (b) An average of 4,30,000 applications in a month were processed by these passport offices.
 - (c) Yes.
 - (d) The reasons include delays in receipt of police verification reports (PVRs) and adverse or incomplete PVRs, incomplete information and/or incomplete documents furnished by the applicants.
- The Government has taken several steps from time to time to streamline the process of issuing passports to the applicants to cut down the delays, including:-
- (i) special drives to eliminate pendencies,
 - (ii) expediting police verification process by coordinating with police authorities,
 - (iii) renewal of passports without police verification of those applicants who have clear police reports in respect of existing passports and nothing adverse against them in passports records,
 - (iv) issue of passports to senior citizens, Government servants and minors without police verification subject to completion of certain formalities, and
 - (v) holding of Passport Adalats/camps at regular intervals by Passport offices to dispose of old passport cases.

In addition, the Government had entrusted the National Institute of Smart Government (NISG), Hyderabad, with the task of undertaking a time-bound study on the passport issuance system, including its IT aspects, with the objective to deliver passport related services to the citizens in a timely, transparent, more accessible and reliable manner. The Government accepted the NISG report, as a result of which the "Passport Seva Project" has been launched.

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 the selected Service Provider. The sensitive activities such as police verification, printing and dispatch of passports, will be performed by 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. The Project is expected to be implemented fully to cover the entire country by the middle of 2010.

(e) Under normal category, time target for issue of a fresh passport is 30 days subject to receipt of clear Police verification report and completion of all formalities. In re-issue cases, time target for issue of passport is 15 days from the date of application subject to completion of all formalities. Under the "Tatkal scheme", passports are to be issued within 7 days or within 14 days depending upon the payment of prescribed fees and submission of documents required under the Tatkal scheme. The re-issue of passports under Tatkal scheme is within 3 working days on payment of prescribed fee and submission of prescribed documents.

(f) No. Last fee hike was in 2002.

(g) Not applicable.

LOCATION OF RPOs/POs	STATE
1 Hyderabad	Andhra Pradesh
2 Vishakapatnam	Andhra Pradesh
3 Guwahati	Assam, Arunachal Pradesh, Manipur, Mizoram, Meghalaya & Nagaland
4 Patna	Bihar
5 Raipur	Chattisgarh
6 Panaji	Goa
7 Ahmedabad	Gujarat
8 Surat	Gujarat
9 Shimla	Himachal Pradesh
10 Jammu	Jammu & Kashmir
11 Srinagar	Jammu & Kashmir
12 Ranchi	Jharkhand
13 Bangalore	Karnataka
14 Cochin	Kerala
15 Kozhikode	Kerala
16 Malappuram	Kerala
17 Trivandrum	Kerala
18 Bhopal	Madhya Pradesh
19 Mumbai	Maharashtra
20 Thane	Maharashtra
21 Pune	Maharashtra
22 Nagpur	Maharashtra

23	Bhubaneshwar	Orissa
24	Jalandhar	Punjab
25	Amritsar	Punjab
26	Jaipur	Rajasthan
27	Chennai	Tamil Nadu
28	Trichy	Tamil Nadu
29	Madurai	Tamil Nadu
30	Coimbatore	Tamil Nadu
31	Dehradun	Uttarakhand
32	Lucknow	Uttar Pradesh
33	Ghaziabad	Uttar Pradesh
34	Bareilly	Uttar Pradesh
35	Kolkata	West Bengal, Sikkim, Tripura

LIST OF STATE WISE PASSPORT OFFICES

LOCATION OF RPOs/POs UNION TERRITORIES

1	Chief Secretary,	Andaman & Nicobar
	Andaman & Nicobar,	Port Blair
2	Chandigarh	Chandigarh
3	Mumbai	Dadra and Nager Haveli, Daman
4	Delhi	Delhi
5	Ahmedabad	Diu
6	Cochin	Lakshwadeep
7	Chennai	Puducherry