

**GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA**

UNSTARRED QUESTION NO:5352

ANSWERED ON:28.04.2010

PRIVATIZATION OF PASSPORT OFFICES

Kataria Shri Lal Chand;Rao Shri Kavuri Samba Siva;Shanavas Shri M. I.;Viswanathan Shri P.

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) whether the Government proposes to privatize the passport offices;
- (b) if so, the details thereof and the reasons therefor;
- (c) whether the Government has taken any policy decision in this regard;
- (d) if so, the details thereof;
- (e) the reaction of the employees in this regard; and
- (f) the manner in which privatization would be beneficial to a common man?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS (SMT. PRENEET KAUR)

(a) to (d): No. The Government does not propose to privatize the passport offices. The Government has embarked on a Mission-Mode Project titled "Passport Seva Project", approved by the Cabinet, to comprehensively transform passport service delivery under the network of existing Passport Offices. The basic design involves outsourcing of non-sensitive front-end activities to a service provider and retaining sovereign and sensitive functions with the Government. Under the Project, 77 Passport Seva Kendras (PSKs) are proposed to be set up across the country. Each PSK will be headed by an officer from the Central Passport Organization. There will be dedicated Data Centre, Disaster Recovery Centre, Central Passport Printing Facility and Network Operations Centre for the Project. These assets in addition to Application Software and System Software will be owned by the Government to have the strategic control over the Passport Seva System.

(e): The Central Passport Organisation employees have conveyed their no objection with certain observations.

(f): Implementation of the Project is expected to result in delivery of passport-related services to the citizens in a timely, transparent, more accessible and reliable manner and in a comfortable environment through streamlined processes and a committed, trained and motivated workforce.