GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA

UNSTARRED QUESTION NO:4106
ANSWERED ON:18.08.2010
DELAY IN ISSUANCE OF PASSPORTS
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Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) the number of applications received for issuance and renewal of passports during the last three years, RPO-wise;

(b) the number of passports issued and the revenue earned by the Government from each of the RPOs during the last three years, RPO-wise;

(c) the reasons for not issuing/pendency of the passports during the said period;

(d) whether acute shortage of staff is one of the reasons;

(e) if so, the details of the shortage of staff as on date, RPO-wise; and

(f) the details of the steps being taken by the Government to address these issues?

Answer

MINISTER OF EXTERNAL AFFAIRS (SHRI S.M. KRISHNA)

(a) & (b): Statements are enclosed at ANNEXURE A to C.

(c) & (d): The main reasons for delay in issuing passports are :
(i) delays in receipt of police verification reports within the time target of 21 days and
(ii) receipt of incomplete police reports due to submission of incomplete information/documentation by the applicants; and (iii) shortage of staff in the Central Passport Organization.

(e): A statement is enclosed at ANNEXURE D.

(f): The Government has embarked on the Passport Seva Project (PSP) to comprehensively to transform the passport service delivery system so as to provide passport related services in a timely, transparent, more accessible, reliable manner in a comfortable environment. M/s Tata Consultancy Services (TCS) have been selected as the service provider for the front-end operators. This is a Mission−Mode Project under the e-governance plan of the Government of India and is designated to ensure speedy delivery of all passports. The PSP has already been launched at four Centres in Karnataka and is on a trial run at Chandigarh. For the Passport Seva Project, 523 additional posts have been created in order to resolve the problem of staff shortage.