

**GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA**

UNSTARRED QUESTION NO:417

ANSWERED ON:10.11.2010

DELAY IN ISSUANCE OF PASSPORTS

Adhalrao Patil Shri Shivaji;Chavan Shri Harischandra Deoram;Karunakaran Shri P.;Rajesh Shri M. B.;Sugumar Shri K. ;Viswanathan Shri P.;Wankhede Shri Subhash Bapurao

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) the details of passport offices in the country and the circle to which they cater their services, Passport office-wise;
- (b) the number of applications received, passport issued and passport pending during the last three years and the current year under each scheme, Year-wise, Passport office-wise;
- (c) the average time taken by the P.P. Office to issue passports, passport office-wise;
- (d) whether delay has been reported in issuing passports;
- (e) if so, the details of various factors hampering early issuance of passports; and
- (f) the steps taken by the Government to address the issue and the success achieved as a result thereof?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF EXTERNAL AFFAIRS (SHRI S.M. KRISHNA)

(a) to (f) A statement is attached.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF LOK SABHA UNSTARRED QUESTION NO.417 REGARDING "DELAY IN ISSUANCE OF PASSPORTS" FOR ANSWER ON 10.11.2010

A detailed statement containing information relating to the jurisdiction (districts), number of passport applications received, number of passports issued under Fresh category, Re-issue category and Tatkaal category during 2007, 2008, 2009 and 2010 (January to October), number of passport applications pending at all the 37 Passport Offices in the country is being collected and will be laid on the Table of the House.

Passports are issued as per the provisions of the Passports Act, 1967 and Passport Rules 1980 as amended from time to time. Prior to issue of a passport, in the normal course, the Passport Issuing Authority needs to establish the applicant's citizenship, identity and an absence of criminal record. This requires verification which is carried out by the Police authorities. In view of this background, the Government is aware that in a number of cases, Passports are not issued within the target of 30 days for fresh passports and 15 days for reissue of passports due to delay in receipt of Police Verification Reports and Incomplete Reports. Other main factors for delays are

- (i) Increase in staff strength not keeping pace with the increase in demand for passports
- (ii) Rapidly growing demand for passports
- (iii) Submission of incomplete information and documentation by applicants.

The Government has embarked on the Passport Seva Project (PSP) to comprehensively 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. The PSP has already been launched at four centres in Karnataka and three centres under the Regional Passport Office, Chandigarh. The Government is working towards complete roll-out of the Project.