

**GOVERNMENT OF INDIA  
EXTERNAL AFFAIRS  
LOK SABHA**

UNSTARRED QUESTION NO:2404

ANSWERED ON:24.11.2010

PASSPORT SEVA PROJECT

Owaisi Shri Asaduddin;Venugopal Shri K. C.

**Will the Minister of EXTERNAL AFFAIRS be pleased to state:**

- (a) whether the Government has assessed the functioning of pilot phase of Passport Seva Project;
- (b) if so, the details thereof;
- (c) the amount allocated for the project in the current year;
- (d) the number of Passport Seva Kendras likely to be established in the country during the current year, location-wise;
- (e) whether the Government is aware of the pathetic condition of the existing regional passport offices in the country;
- (f) if so, the details thereof; and
- (g) the steps taken or being taken by the Government to ensure that Passport Seva Kendras render satisfactory service to the customers?

**Answer**

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

- (a) & (b): The Government has been continuously monitoring the functioning of the Pilot Phase of the Passport Seva Project since its launch in May 2010. Currently, the Third Party Audit Agency (3PAA) - Standardization, Testing and Quality Certification (STQC) is carrying out a detailed technical appraisal of the Project.
- (c): Rs.58 crores has been budgeted towards payment to Service Provider on certification of the Pilot Phase by 3PAA.
- (d): List of 77 Passport Seva Kendras proposed to be set up is annexed. The list includes 7 Pilot sites already in operation – 4 in Karnataka (Bengaluru I & II, Mangalore and Hubli) under Regional Passport Office, Bengaluru and 3 under Regional Passport Office, Chandigarh (Chandigarh, Ambala and Ludhiana).
- (e) to (g): The Government is aware of the rapidly growing demand for Passports across the country and difficulties faced by Passport Offices in timely disposal of passport applications. The main reasons for delay in the passport issuance system are
- (i) delay in receipt of Police Verification Reports/Incomplete Reports ;
  - (ii) Increase in staff strength not keeping pace with the increase in demand for passports; and
  - (iii) Submission of incomplete information and documentation by applicants. The Government has taken various steps to address these issues, which include the launching of the Passport Seva Project that will ensure passport-related services to the citizens in a timely, transparent, more accessible manner and in a comfortable environment through streamlined processes.