

**GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA**

UNSTARRED QUESTION NO:2247

ANSWERED ON:09.03.2011

PASSPORT SEVA PROJECT

Majhi Shri Pradeep Kumar;Patel Shri Kishanbhai Vestabhai

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) whether the Government has assigned the Passport Seva Project to the National Institute of Smart Government, Hyderabad;
- (b) if so, the details thereof and the current status of the assignment;
- (c) the details of the pilot projects set up so far and outcome thereof;
- (d) whether the Government has finalized the location to set up the Passport Seva Kendras in various parts of the country;
- (e) if so, the details of the criteria fixed for identification of sites for the said purpose; and
- (f) if not, the time by which the Government will finalize the locations for setting up of such Kendras in the country?

Answer

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

(a) Yes.

(b) The National Institute of Smart Government (NISG) was appointed as the Consultant to study the existing passport issuance system and suggest measures to improve the passport issuance system. At the conclusion of their study, NISG recommended implementation of Passport Seva Project to meet the growing demand and to improve the efficiency of the system. NISG submitted a Detailed Project Report (DPR) in February, 2007. Subsequently, they framed the Request for Proposal (RFP) for implementation of Passport Seva Project which was released in October, 2007.

(c) The Pilot Project was made operational at 07 Passport Seva Kendras set up in Bengaluru (02), Hubli (01), Mangalore (01), Ambala (01), Chandigarh (01) and Ludhiana (01). The Pilot Project has been functioning since its launch in May 2010. On January 11, 2011, the 3rd Party Audit Agency – Standardization, Testing and Quality Certification (STQC) has verified the Pilot Project for its compliance with reference to the guidelines in the Request for Proposal.

(d) Yes. The Government has finalized 77 locations (ANNEXURE) to set up Passport Seva Kendras under the Passport Seva Project.

(e) NISG recommended the location of the Passport Seva Kendras on the basis of a study conducted by them based on the number of passport applications received from various districts under each Passport Office.

(f) Not applicable.