

**GOVERNMENT OF INDIA  
EXTERNAL AFFAIRS  
LOK SABHA**

UNSTARRED QUESTION NO:3286  
ANSWERED ON:16.03.2011  
TOUTS IN PASSPORT OFFICES  
Yadav Shri Dharmendra

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

- (a) whether the passport offices in the country have become hubs of touts and middlemen;
- (b) if so, the details thereof; and
- (c) the action taken/proposed to be taken by the Government in this regard?

**Answer**

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

(a) No.

(b) & (c) Activities by touts have been noticed occasionally in and around Passport Offices. In this context a number of steps have been taken to address the problem:

- (i) In order to obviate any need to approach any outsider for any kind of service, passport application procedures are prominently displayed in all the Passport Offices. Advisories cautioning the public against touts are also displayed prominently.
- (ii) Whenever tout activities are noticed, Passport Officers, with the assistance of local police, conduct raids to eliminate this menace;
- (iii) Pendency is monitored across all Passport Offices on a fortnightly basis and special drives are undertaken to eliminate it;
- (iv) Police verification process is being expedited in coordination with police authorities;
- (v) Passport Adalats are held at regular intervals by Passport Offices to dispose of old passport cases;
- (vi) Submission of applications has been decentralized for the convenience of the applicants. Passport applications are also received at the district level in the 'District Passport Cells' located in the office of District Magistrate or Superintendent of Police (as decided by the respective State Government). In addition, these are also received at designated 'Speed Post Centres' and 'Passport Application Collection Centres' in various States;
- (vii) the Government has embarked upon 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 and reliable manner in a comfortable environment. This is a 'Mission-Mode Project' under the e-governance plan of the Government of India and is designed to ensure speedy delivery of passports to citizens. The pilot phase of the project has been completed successfully and the complete roll out of the project as expected to be accomplished during 2011.