

**GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA**

UNSTARRED QUESTION NO:3300
ANSWERED ON:16.03.2011
PASSPORT ADALATS
Sugavanam Shri E.G.;Viswanathan Shri P.

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) whether the Government has held passport adalats in various parts of the country to clear the staggering pending passport applications;
- (b) if so, the details thereof for the last three years and the current year, year-wise and location-wise;
- (c) whether it is proposed to extend the scheme to other parts of the country during the current year;
- (d) if so, the details thereof; and
- (e) the time by which all pending passports are likely to be issued?

Answer

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

(a) & (b) Yes. As a pendency clearance initiative, Passport Offices all over India conducted three special Passport Adalats in the month of January 2011, February 2011 and March 2011. The details of the number of Adalats held by Passport Offices in India during the last three years is enclosed as ANNEXURE-I.

(c) & (d) Yes. The Government has decided to continue to hold Passport Adalat once in a month in 2011 by all the Passport Offices in the country.

(e) Due to several factors, many passport applications are pending for issuance beyond 30 days at Passport Offices. The main reasons for delays in issue of passports include non-receipt of police verification report, increase in staff strength not keeping pace with the increase in demand for passports, rapidly growing demand for passports and submission of incomplete information and documentation by applicants. Despite these constraints, about 52.51 lakh passports were issued and 6.80 lakh Miscellaneous services rendered in 2010. As on 31.12.2010, there were 8.21 lakh applications pending for disposal for more than 30 days. On an average, Passport Offices receive 4.5 lakh applications in a month. Therefore, at a given time, applications pending due to non-receipt of Police Verification Report etc. are also in large comparable number.

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 and 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 rollout of the Project in 2011. During the interregnum, the Government has drawn up an Action Plan to bring down pendency by holding special adalats, strengthening infrastructural facilities by temporary deployment of man power, provision of additional printers, and expediting Police Verification process.