

**GOVERNMENT OF INDIA  
EXTERNAL AFFAIRS  
LOK SABHA**

UNSTARRED QUESTION NO:578

ANSWERED ON:03.08.2011

ISSUE OF PASSPORT

Hussain Shri Syed Shahnawaz;Khaire Shri Chandrakant Bhaurao

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

- (a) the time-frame fixed by the Government for issue of passports to the applicants;
- (b) whether the passport offices are issuing passports within the said time-frame;
- (c) if so, the details of the passports issued by the various passport offices within the said time-frame in the country out of the applications received during the last one year and the current year;
- (d) if not, the average time taken in issue of a passport in the county;
- (e) the number of applications pending in the passport offices in the country including Bihar for more than three months;
- (f) the reasons therefor; and
- (g) the steps taken by the Government to issue the passports to the applicants without any delay?

**Answer**

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

(a) to (f) Passports to Indian citizens are issued as per the provisions of the Passports Act 1967 and the Passport Rules 1980 as amended from time to time. Prior to issuing a passport, the Passport Issuing Authority must establish the applicant's citizenship, identity and an absence of criminal record as mandated by the Passports Act. This requires verification of personal particulars of applicants and background check of their criminal antecedents which are time consuming.

The Government has fixed a time target of 30 days for grant of fresh passports and 15 days for re-issue of passports and 1-7 days for Tatkal applications. In case of non Tatkal applications, the Government is aware that in a number of cases passports are not issued within the time target for fresh passports and re-issue of passports, due to delays in receipt of police verification reports, receipt of adverse police reports due to submission of incomplete documentation by the applicants and shortage of staff in the Central Passport Organization.

The details of applications received and passports issued, Passport Office-wise (including Passport Offices in Bihar), during 2010 is enclosed as ANNEXURE-I. Details of passports issued by these offices during the first five months of current year is included in ANNEXURE-II. The number of applications pending for more than one month (which includes incomplete applications and those applications wherein PVR have not been received) as on 31st May 2010 at these Passport Offices, also included in ANNEXURE-II. The Passport Offices maintain the data in respect of pendency beyond 30 days only.

(g) The Government has embarked on the Passport Seva Project (PSP) to comprehensively transform the passport service delivery system. Under the Project, the Government has decided to outsource the front end and non-sensitive activities such as submission of passport applications, taking of digitalized photograph of applicants, collection of bio-metric features and maintenance of national call centre etc. Eleven Passport Seva Kendras (PSKs) including four under the Regional Passport Office, Bengaluru, three under Passport Office, Chandigarh and two each under Passport Office, Trichy and Madurai are already operational. The remaining 66 PSKs are being made operational in a phased manner during the year 2011-12.

The Government has also drawn up an Action Plan to bring down pendency by holding monthly Passport Adalats, strengthening infrastructural facilities, temporary deployment of manpower, provision of additional printers and by expediting the police verification process, through the intervention of Chief Secretaries of States where a large number of police verification reports are pending.