

**GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA**

UNSTARRED QUESTION NO:658

ANSWERED ON:03.08.2011

PASSPORT SEVA KENDRAS

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Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) the details of the Passport Seva Kendras (PSKs) in the country which have been made operational, location-wise;
- (b) the time by which the remaining PSKs would be made operational, location-wise;
- (c) whether the Government proposes to open more Passport Offices and PSKs in the country, including the States of Uttar Pradesh, Kerala and North Eastern region;
- (d) if so, the details thereof, State-wise and
- (e) the other steps taken/being taken by the Government to cut down the delays in issuing of the passports and mitigate the hardships being faced by the applicants?

Answer

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

(a) Eleven Passport Seva Kendras have been made operational as follows:

Bangalore (2), Hubli, Mangalore, Chandigarh, Ambala, Ludhiana, Tiruchirappalli, Thanjavur, Madurai, Tirunelveli

(b) The tentative schedule for operationalising the remaining PSKs is as follows :

August, 2011: Delhi (1), Gurgaon, Chennai (3), Coimbatore, Vishakhapatnam, Nizamabad, Tirupati, Vijaywada.

September, 2011: Amritsar, Jalandhar (2), Hoshiarpur.

October, 2011: Hyderabad (3), Ghaziabad, Ahmedabad (2), Rajkot, Baroda, Surat.

November, 2011: Delhi (1), Cochin, Cochin (Rural), Alapuzha, Kottayam, Thrissur, Thiruvananthapuram, Thiruvananthapuram Rural, Kollam, Malappuram, Kolkata, Berhampore.

December, 2011: Kozhikode (2), Kannur (2), Mumbai (3), Thane, Pune, Nagpur, Nashik.

January, 2012: Jaipur, Sikar, Jodhpur, Patna, Varanasi, Gorakhpur, Lucknow, Kanpur, Bareilly, Bhopal, Jammu, Srinagar, Dehradun, Shimla, Raipur, Ranchi, Bhubaneswar, Panaji and Guwahati.

(c) & (d) The matter of opening more Passport Offices and PSKs in the country would be looked into after complete roll-out of the Passport Seva Project involving operationalisation of 77 PSKs.

(e) The PSP is one of the 27 Mission Mode Projects under the e-Governance programme of the Govt of India. The Project aims at delivering all passport related services to the citizens in a timely, transparent, more accessible, comfortable and reliable manner. The verification of the applicants' personal particulars will be expedited through electronic linkage of the Project's portal with the police authorities in the Districts and State capitals, to reduce the delay in verification process. The benefits to the citizens would be service provisioning within defined service levels, closer and larger number of access points for services, availability of a portfolio of on-line services with real-time status tracking and enquiry, 24 x 7 call centre with facility to obtain information in vernacular language, an effective system of grievance redressal, adherence to the 'First in-First out' principle in rendering the services and facility of child care and refreshments at the PSKs. The number of public dealing counters will go up from the current 350 to 1610 and public dealing hours will go up from the current 4 hours to 7 hours.