

**GOVERNMENT OF INDIA  
EXTERNAL AFFAIRS  
LOK SABHA**

UNSTARRED QUESTION NO:3490  
ANSWERED ON:24.08.2011  
PASSPORT CALL CENTRE  
Lagadapati Shri Rajagopal

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

(a) whether the Government is going to start a Centralised Passport Call Centre to cater to the needs of all Regional Passport Offices; and

(b) if so, the details thereof?

**Answer**

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

(a) & (b) As part of the Passport Seva Project under the National E-governance Plan of the Government of India, the Ministry is setting up 77 Passport Seva Kendras (13 Kendras are already operational) across the country and a multi-lingual central Call Centre facility for providing passport-related enquiry, application status tracking and grievance handling services. Presently, Call Centres are operational in Mohali, Hyderabad and Munnar.