

**GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA**

UNSTARRED QUESTION NO:3557
ANSWERED ON:24.08.2011
SIMPLIFICATION OF PASSPORT PROCEDURE
Meghwal Shri Arjun Ram ;Mishra Shri Mahabal

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) whether the number of complaints have come down after decentralisation of the passport service delivery system;
- (b) if so, the details thereof during the last three years;
- (c) whether his Ministry organises any refresher course for the passport officers;
- (d) if so, the details of such courses organised during the last three years;
- (e) whether the Government proposes to simplify the process of passport issuance system; and
- (f) if so, the details thereof and the success achieved as a result thereof?

Answer

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

(a) & (b) Yes. The number of complaints and public grievances with regard to submission and delay in issuance of passports have come down after decentralization of the passport service delivery system. The number of such complaints received during the last three years i.e. in 2009, 2010 and 2011 (upto June 2011) are 6768, 6455 and 2556 respectively.

(c) & (d) Yes. The details are at ANNEXURE - A.

(e) & (f) The Government has embarked on the Passport Seva Project (PSP) to comprehensively transform the passport service delivery system. The Passport Seva Project is one of the 27 Mission Mode Projects under the e-Governance Plan of the Government of India. Under the Project, the Government has decided to outsource the front end and non-sensitive activities to a private partner. Thirteen Passport Seva Kendras (PSKs) at Bengaluru (2), Mangalore, Hubli, Chandigarh, Ludhiana, Ambala, Trichy, Thanjavur, Tirunelveli, Mangalore, Coimbatore and Visakhapatnam are already operational. The remaining PSKs are being made operational in a phased manner during 2011-12.