

**GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA**

UNSTARRED QUESTION NO:429

ANSWERED ON:23.11.2011

PERFORMANCE OF PASSPORT OFFICES

Rawat Shri Ashok Kumar;Reddy Shri Modugula Venugopala ;Sampath Shri Anirudhan

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) the average number of passport applications received per day in all the passport offices in the country including under the Tatkal Scheme, passport office-wise;
- (b) whether complaints of delay in obtaining passports continue to be received;
- (c) if so, the details thereof, scheme-wise, passport office-wise;
- (d) whether cases of irregularities have come to the notice of the Government in issuing passports, passport office-wise;
- (e) if so, the details thereof;
- (f) whether any mechanism exists at the Ministry level to monitor such complaints and take appropriate action;
- (g) if so, the details thereof; and
- (h) the precise steps taken by the Government in the recent past to improve the functioning of passport offices in the country?

Answer

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

(a) to (h) A statement is placed on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (A) TO (H) OF LOK SABHA UNSTARRED QUESTION NO.429 REGARDING "PERFORMANCE OF PASSPORT OFFICES" FOR ANSWER ON 23.11.2011

(a) The details of average number of passport applications received per day in Passport Offices including under Tatkal Scheme is at ANNEXURE-I.

(b) & (c) Yes. The Ministry is in receipt of cases of delay in obtaining passports. The details of such cases as on 30.9.2011 are at ANNEXURE-II.

(d) & (e) Yes. The Ministry occasionally receives cases of irregularities, which are promptly attended to. The number of such cases are included in ANNEXURE-II under cases of delay. Apart from them, some cases of irregularities were received against some passport officials which are being dealt with as per established procedure.

(f) & (g) Yes. There is a public grievance redressal mechanism in the CPV Division under the supervision of the Joint Secretary (PSP) and Chief Passport Officer. It deals with grievances received through telephone, e-mail and post as also references from various Government Offices. In addition, all the Passport Offices and CPV Division handle public grievances through the CPGram website of the Ministry of Personnel, Public Grievances and Pensions. The latest position on their applications, along with directions for further action, is posted on this website which can be easily accessed by public for their benefit.

Also to check the deficiencies/irregularities in Passport Offices, there is a Vigilance Unit functioning in the CPV Division of the Ministry of External Affairs which monitors corruption/irregularity cases and conducts vigilance inspections of Passport Offices.

(h) Despite extensive computerization, opening of new passport offices and reforms in the Central Passport Organization (CPO) a need was felt for change in the existing system due to rapidly growing volumes of passport seekers. In this context, the Ministry has launched the Passport Seva Project as part of the Government's National e-Governance plan. The basic aim of the Passport Seva project is to deliver the passport related services to the citizens in a timely, transparent, more accessible, reliable manner and in a comfortable environment, through streamlined processes and committed, trained & motivated workforce.

The project envisages setting up of 77 Passport Seva Kendras (PSKs) across the country, setting up of call centres operating 18x7 in 17 languages, and a centralized nationwide computerized system for issuance of passports. As of today, 22 PSKs out of 77 have become operational and we plan to roll out the remaining PSKs in the year 2011-12.

