

**GOVERNMENT OF INDIA  
EXTERNAL AFFAIRS  
LOK SABHA**

UNSTARRED QUESTION NO:458

ANSWERED ON:14.03.2012

PASSPORT SEVA KENDRA

Kaswan Shri Ram Singh;Khaire Shri Chandrakant Bhaurao;M.Thambidurai Dr. ;Naranbhai Shri Kachhadia;Pakirappa Shri S.

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

- (a) the detail 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 Karnataka, Tamil Nadu, Gujarat and Rajasthan;
- (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) & (b) The details of Passport Seva Kendras (PSKs) are as follows:

(i) No. of Operational PSKs: 50 Location: Bengaluru (2), Hubli, Mangalore, Chandigarh, Ambala, Ludhiana, Jalandhar (2), Hoshiarpur, Amritsar, Chennai (3), Madurai, Tirunelveli, Trichy, Thanjavur, Coimbatore, Hyderabad (3), Nizamabad, Tirupati, Vijaywada, Visakhapatnam, Gurgaon, Delhi (2), Ahmedabad (2), Rajkot, Vadodara, Surat, Trivandrum, Trivandrum Rural, Kollam, Cochin , Ernakulam Rural, Alapuzha, Kottayam, Malappuram, Kozhikode (2), Thane, Jaipur, Patna, Bareilly, Ghaziabad and Kolkata.

(ii) To be operationalised by 20 March 2012: 10 Location: Lucknow, Kanpur, Varanasi, Gorakhpur, Jodhpur, Sikar, Mumbai I & II, Nasik and Panaji.

(iii) To be ready for trial run by 31 March 2012: 10 Location: Mumbai III, Thrissur, Kannur (2), Pune, Nagpur, Jammu, Raipur, Berhampore & Guwahati.

(iv) To be ready for trial run in April 2012: 7 Location: Delhi (Bhikaji Cama Place), Bhopal, Bhubaneswar, Ranchi, Shimla, Dehradun, and Srinagar.

(c) & (d) There is no plan at present to open more Passport Offices and PSKs in the country.

(e) The PSP is one of the 27 Mission Mode Projects under the National e-Governance Plan. The Project aims at delivering all passport related services to the citizens in a timely, more transparent, 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. Regular contact with police and State authorities is also maintained at appropriate levels to reduce delay in police verification. 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 erstwhile 350 to 1610 in the new system and public dealing hours will go up from 4 hours to 7 hours. Infrastructural facilities at the Passport Offices are being upgraded. Passport Offices also conduct passport adalats for speedy clearance of pending cases.