

**GOVERNMENT OF INDIA  
EXTERNAL AFFAIRS  
LOK SABHA**

UNSTARRED QUESTION NO:5393

ANSWERED ON:09.05.2012

ON LINE APPOINTMENT FOR PASSPORTS

Naik Dr. Sanjeev Ganesh;Patil Shri Sanjay Dina ;Sule Supriya

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

- (a) whether time slot for seeking an on-line appointment at the newly opened Passport Seva Kendras (PSKs) is available only after 6.00 P.M.;
- (b) if so, the details of the time slots and their duration available on-line;
- (c) whether there is a fixed quota of on-line appointments; and
- (d) if so, the details of the on-line appointments fixed per day?

**Answer**

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

(a) & (b) Under Passport Seva Project (PSP), there is a provision of giving on-line appointments to applicants in order to visit Passport Seva Kendra (PSK) for submission and processing of their applications including granting. In order to achieve optimal utilisation of the PSP system technically, on-line appointments are released country-wide in 3 time slots i.e. 4 PM, 6 PM and 7.30 PM. Duration of on-line appointments availability is based on demand and supply ratio being catered at each Passport Seva Kendra and the number of appointments released.

(c) & (d) Depending on the handling capacity of each Passport Seva Kendra (PSK), a fixed number of appointments are released every day for each PSK, and the appointment cycle varies from 1 day to 15 days. The number of appointments being released at each PSK also depends on the strength of Government staff within their processing capacity during office hours. So far, 71 PSKs have been set up. They are handling up to 29502 appointments per day. Once all the 77 PSKs under the jurisdiction of 37 Passport Offices become operational, the total number of appointments handled will be approximately 35,172 per day.