

**GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA**

STARRED QUESTION NO:121
ANSWERED ON:17.08.2012
PROCESSING OF PASSPORT APPLICATIONS
Angadi Shri Suresh Chanabasappa

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) whether a special drive in connection with speedy processing of passport applications has been held recently in Delhi;
- (b) if so, the details thereof and the reasons therefor;
- (c) the total number of applications received/processed during the said special drive;
- (d) whether attention of the Government has been drawn to the reports regarding non-availability of online appointments, non-accessibility to offline applicants etc. and if so, the reaction of the Government thereto; and
- (e) whether such special drives are proposed to be held in various cities across the country, and if so, the details thereof and if not, the reasons therefor?

Answer

THE MINISTER OF EXTERNAL AFFAIRS (SHRI S.M. KRISHNA)

(a) to (e) A statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) to (e) OF LOK SABHA STARRED QUESTION NO. 121 REGARDING 'PROCESSING OF PASSPORT APPLICATIONS' FOR ANSWER ON 17.08.2012

(a) & (b) Yes Sir, Passport Melas were held on June 23, 24, 30 and July 1, 2012 in Delhi as a special drive for those applicants who were facing difficulty in having on-line appointments to submit their passport applications.

(c) 4954 applications were received / processed in Delhi during the Passport Melas held on 4 days.

(d) Yes Sir, the Ministry is seized of the transient problem of the non-availability of online appointments, non-accessibility to offline applicants etc., which are being faced by citizens of India in seeking passport related services. In order to address these problems / issues, the Ministry has taken the following pro-active measures:

i) Release of additional online appointments;

ii) As a temporary measure, the manual submission of applications is possible at RPOs which is subject to review;

iii) Walk-in facility for certain defined categories of applicants have been introduced recently;

iv) Special drive like Passport Melas were held across most of the Passport Seva Kendras during the month of June, July, and August (upto 4th August).

(e) Yes Sir, the Passport Melas were held:

i) On 23rd and 24th June, 2012 in Amritsar, Ghaziabad, Bengaluru, Mangalore, Hubli, Chennai, Hyderabad, Vijayawada, Nizamabad, Tirupati, Lucknow, Kanpur, Gorakhpur

ii) On 30th June, 2012 in Bengaluru, Mangalore, Hubli, Visakhapatnam, Chennai, Coimbatore, Pune, Nagpur, Panaji and Mallapuram

iii) On 1st July, 2012 in Bengaluru, Mangalore, Hubli, Tirupati, Ahmedabad, Vadodara, Surat and Madurai

iv) On 7th July, 2012, in Jaipur, Jodhpur, Sikar, Thrissur, Alappuzha, Kottayam, Cochin, Aluva, Kollam, Berhampore, Kolkata, Patna, Kozhikode, Kannur, Thiruvananthapuram and Ambala

v) On 14th July, 2012 in Trichy and Thanjavur

vi) On 4th August, 2012 in Panaji and Malappuram

