

**GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA**

UNSTARRED QUESTION NO:3057
ANSWERED ON:12.12.2012
PASSPORT APPLICATION PROCEDURE
Reddy Shri Mekapati Rajamohan

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) whether a large number of not so tech-savy applicants, especially senior citizens and semi-illiterate people are facing difficulties in applying for fresh passports online;
- (b) if so, the details thereof; and
- (c) the steps taken/being taken by the Government to address the issue?

Answer

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

(a) to (c) At all the Passport Seva Kendras (PSKs), self-service kiosks have been provided where semi-illiterate applicants or those not familiar with computer operation are assisted by Citizen Service Executives (CSEs) in filling up the online application form. The LCD screens at the PSKs vividly guide the applicants to respective counters. The CSEs deployed at the PSK, are also available to guide the applicants. The applicants are free to approach e-Seva centres, internet cafes or travel agents to assist them in applying for passports online. A 24x7 call centre facility has also been set up for providing Passport related enquiry, application status tracking and grievance handling services in 17 languages. With the view to address the challenges faced by citizens in obtaining appointments, walk-in facility has been provided to certain categories of applicants including senior citizens, information regarding which is available on the Passport Portal (www.passportindia.gov.in). Passport Melas are also organised by Passport Offices from time to time for accepting passport applications without appointment.