

**GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA**

UNSTARRED QUESTION NO:675

ANSWERED ON:27.02.2013

ONLINE PROCEDURE IN PASSPORT SEVA KENDRAS

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Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) whether the Government proposes to set up Passport Seva Kendras in all the districts of the country, including the districts in Gujarat;

(b) if so, the details thereof;

(c) whether the Government is aware of the difficulties faced by applicants on account of online procedures, especially in getting appointments for submission of documents for passports;

(d) if so, the details thereof; and

(e) the steps taken/being taken to review and simplify the process of online procedure in PSKs so that issuance of new passports/renewal of old passports become easier?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS (SHRI E. AHAMED)

(a) & (b) While the Government, under the Passport Seva Project, has expanded the network of Passport delivery system throughout the country, it is not proposed to set up Passport Seva Kendra in all districts of the country.

(c) & (d) The passport portal, www.passportindia.gov.in, is web-based and can be accessed by anyone. The citizens are free to apply on line and obtain appointments themselves or seek the assistance of internet café operators or anyone else to obtain appointments. Necessary assistance and guidance is also available at each Passport Seva Kendra for filling up of application forms

(e) The system has inbuilt checks to ensure that multiple appointments are not booked from a single user-id. Moreover, walk-in facility has been allowed to citizens having Application Registration Number (ARN) to enable them to apply for Tatkal service, issue of PCC, deletion of ECR status, inclusion of name of spouse in the passport and issue of new booklets where pages have been exhausted. Senior citizens above 60 years, minors below 15 years whose parents hold valid passports, differently-abled persons, central/state government employees and their spouse/dependent minor children having ARN have also been permitted walk-in facility, which has eased availability of on-line appointments. The Government has taken up a proposal to introduce pre-payment of passport fee system at the time of seeking appointment to discourage unscrupulous elements from blocking appointments. The Government is also considering to provide facility of online filing of applications at Common Service Centres (CSCs) and Speed Post Centres (SPCs) on payment of nominal fee.