

**GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA**

UNSTARRED QUESTION NO:2249

ANSWERED ON:18.12.2013

PASSPORT SEVA KENDRAS

Baite Shri Thangso;Khaire Shri Chandrakant Bhaurao;Rajesh Shri M. B.

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) the details of the Passport Seva Kendras (PSKs) in the country which have been made operational, State-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 Kerala, Uttar Pradesh and Punjab and if so, the details thereof, State-wise; and
- (d) the other steps taken/being taken by the Government to cut down the delay in issuing passports and mitigating the hardships being faced by the applicants?

Answer

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

(a) & (b) Under the Passport Seva Project, all the planned 77(seventy seven) Passport Seva Kendras (PSKs) have been made operational across the country. The state-wise location of PSKs is enclosed (Annexure).

(c) There is no plan to open any new Passport Office in the country. However, the Government is conducting a feasibility study to expand the network of passport delivery mechanism by means of additional Passport Seva Kendras/Passport Seva Laghu Kendras, if such need is established, in various States/UTs, including Kerala, Uttar Pradesh and Punjab.

(d) The full implementation of Passport Seva Project (PSP) has transformed Passport Issuance System by way of adding 77 PSKs to the 38 Passport Issuing Authorities in India, including Andaman & Nicobar Administration and introducing online filing of applications. The PSP has a centralised IT system linking all Passport Offices, PSKs, Police and India Post. The Passport infrastructure has also been upgraded. The Passport Offices have regular interaction with concerned police authorities to expedite verification reports of the applicants. Passport Adalats are conducted by Passport Offices from time to time to dispose of old cases pending due to document deficiency and incomplete reports. Passport Melas are also conducted by Passport Offices on weekends from time to time to enable citizens to seek passport services. Guidelines for quick scrutiny of passport applications and defining the roles of personnel manning the PSKs have been framed to reduce processing time. The Government has also taken steps aimed at creating a motivated workforce by undertaking staff welfare measures and improving training, working conditions and career progression.