

**GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA**

UNSTARRED QUESTION NO:434
ANSWERED ON:25.02.2015
SOCIAL AUDIT CELL IN RPOS
Udhayakumar Shri M.

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) whether the Regional Passport Offices (RPOs) have been asked by the Government to open a social audit cell to help applicants conduct audits of their passport applications;
- (b) if so, the details thereof;
- (c) whether any such audit cell has since been opened in RPOs in the country and if so, the details thereof; and
- (d) the benefits likely to be derived through such cells?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS
(GEN. (DR) V. K. SINGH (RETD))

(a) to (d) No. However, though the present passport issuance system has a robust Public Grievance Redressal Mechanism, additionally, as best practice measure, the concept of social audit has been incorporated in the Mechanism. Passport applicants can visit the RPO and obtain information relating to their passport applications, inspect their file and discuss with the Passport Officer without filing RTI application. This measure is particularly beneficial to illiterate applicants.