

**GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA**

UNSTARRED QUESTION NO:5024
ANSWERED ON:13.08.2014
COMMON SERVICES CENTRES
Noor Smt. Mausam

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) whether the Government has launched passport related services through Common Services Centres (CSCs) in rural areas;
- (b) if so, the details thereof including the nature of services being offered;
- (c) the number of CSCs set up till date, State-wise; and
- (d) the time by which the said centres are likely to be established and operationalised in the rural areas all over the country?

Answer

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

(a) & (b) With a view to address the challenge of digital divide in the country, especially in the rural hinterland, the Government in association with M/s. Common Services Centre (CSC) e-Governance Services India Limited {which is promoted by the Department of Electronics and Information Technology (DeitY)}, has facilitated online filing of passport applications, through the vast network of over one lakh CSCs. The CSCs which are the delivery points for Government, Private and Social Sector services in the area, facilitate filling and uploading of Passport application form, payment of applicable fee and scheduling of appointment for visit to the Passport Seva Kendra (PSK), at nominal charge not exceeding Rs. 100/-. As per the appointment schedule, the applicants visit the PSK for completion of application submission process. The services through CSCs are available throughout the week, including during the weekend.

(c) The State/Union Territory-wise number of CSCs set up and operationalised by the DeitY till June, 2014 is enclosed.

(d) Work by the DeitY for setting up CSCs in the areas not covered so far is likely to be completed by March, 2017.