

GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS
RAJYA SABHA
STARRED QUESTION No. 158
ANSWERED ON 03.08.2023

PASSPORT CENTRES

*158. SHRI RAJEEV SHUKLA:

Will the Minister of EXTERNAL AFFAIRS be pleased to state :-

- (a) whether there is any proposal to open new passport centres in the country in the current year and the next year;
- (b) if so, the details thereof, including proposed new passport centres in the State of Chhattisgarh?
- (c) the steps taken by the Ministry to ease the process of passport acquisition by citizens; and
- (d) the details in this regard?.

ANSWER

THE MINISTER FOR EXTERNAL AFFAIRS
(DR. SUBRAHMANYAM JAISHANKAR)

(a) to (d): A statement is laid on the Table of the House

**STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF THE
RAJYA SABHA STARRED QUESTION NO. *158 REGARDING “PASSPORT
CENTRES” FOR ANSWER ON 03.08.2023**

(a & b): The Ministry in association with Department of Posts (DoP) had decided in January 2017 to open Passport Kendras at the Head Post Offices (HPO)/Post Offices (PO) in the country called ‘Post Office Passport Seva Kendra (POPSK)’ in each Lok Sabha Constituency (LSC) where there is no Passport Seva Kendra (PSK) or POPSK.

There are 93 PSKs and 430 POPSKs covering 492 LSCs, as on date.

(c & d): The Ministry has implemented the Passport Seva Programme (PSP) in India and Indian Missions/Posts abroad for providing passport related services to citizens of India and Indian Diaspora. The PSP has been implemented to deliver all Passports related services to the citizens in a timely, transparent, more accessible, reliable manner and in a comfortable environment through streamlined processes and committed, trained & motivated workforce. The PSP platform provides online filling of form, payment of fee, scheduling of appointments etc. Further, the same facility has been provided through mPassport mobile app available on iOS/Android.

The PSP programme covers 36 Regional Passport Offices (RPOs), 93 state-of-art PSKs, in the country and integrated 181 Indian Missions/Posts abroad. For providing ease of passport services to the citizens at the remotest part of the country, 430 POPSKs have been made functional closer to their homes. To further extend the reach and provide assistance in online filling of the forms, payment of fees, scheduling of appointments etc. to illiterate and semi-literate citizens and those who do not possess computer/internet facility at home, the PSP has also been integrated to more than 4.5 lakh Common Services Centres (CSCs) across the country.
