

GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS
RAJYA SABHA
UNSTARRED QUESTION NO-875
ANSWERED ON- 27/07/2023

STATUS OF PASSPORT SEVA KENDRAS OPENED IN POST OFFICES

#875. DR. LAXMIKANT BAJPAYEE

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

- (a) whether Government is aware of the status of Passport Seva Kendras (PSKs) opened in Post Offices;
- (b) whether such PSKs are unable to serve their purpose due to issues like shortage of staff, interrupted power supply and interrupted internet connectivity;
- (c) whether service centers have adequate drinking water facility and seating arrangements; and
- (d) efforts being made by Government to remove these difficulties and make these service centers useful to public in real sense?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS
(SHRI V. MURALEEDHARAN)

- (a) Ministry in association with Department of Posts (DOP) had decided in January 2017, the opening of Post Office Passport Seva Kendras (POPSK) at the Head Post Offices (HPO)/Post Offices (PO) in each Parliamentary constituency where there is no Passport Seva Kendra (PSK) or Post Office Passport Seva Kendra (POPSK). As on date, 523 Passport Kendras (93 Passport Seva Kendras and 430 Post Office Passport Seva Kendras) are operational in the country to cater the needs of passport seekers.
- (b) POPSKs are able to process successfully all passport applications received through the system on the scheduled date of appointment. The amount of applications received per day through 430 POPSKs is approximately 24,000.
- (c) The service centres have adequate drinking water facility and seating arrangement for the applicants whose appointments are distributed through the day.
- (d) POPSKs provide easy accessibility to the passport applicants in applying for passports and all basic amenities available in Post Offices have been extended to the applicants visiting the POPSKs. Our efforts along with Department of Posts (DOP) is to continuously review such amenities and bring about improvements in such facilities.
