

GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS
RAJYA SABHA
UNSTARRED QUESTION NO- 2001
ANSWERED ON- 12/12/2024

PASSPORT SERVICES IN REMOTE AREAS

2001. #SHRI MITHLESH KUMAR

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

- (a) whether Government has entered into any partnership with local organisations such as Non-Governmental Organisations (NGOs) or community leaders to promote passport awareness programmes in remote areas;
- (b) if so, the details thereof, if not, the reasons therefor;
- (c) the details of the steps taken to guide citizens in remote areas on the application process;
- (d) whether Government is considering to increase the number of Mobile Passport Seva Kendras (PSKs) or Post Office Passport Seva Kendras (POPSKs) to provide passport-related services in remote areas; and
- (e) if so, the details thereof?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS
(SHRI KIRTI VARDHAN SINGH)

(a & b) Ministry of External Affairs, through 37 Regional Passport Offices (RPOs), conducts regular passport awareness programmes and workshops. These are also disseminated through Ministry's website and through the social media handles of the Ministry and RPOs. Passport related developments are regularly disseminated to the local media by the RPOs.

(c) The Ministry has eased the passport issuing process and has made it an online procedure including getting appointments for submission of documents for passports. Effective technical infrastructure is in place to ensure that the Passport Seva system is available for access at all times from any location. The Passport Portal (www.passportindia.gov.in) is accessible to anyone, anywhere and anytime. Opening of Post Office Passport Seva Kendras (POPSKs) has facilitated the Ministry in taking passport services closer to the citizens of the country. Ministry, through CSC e-Governance Services India Limited, has launched passport related services (filling of application form, payment of fee and scheduling of appointments), through the vast network of Common Service Centres (CSCs) across rural hinterland. Mobile van facility is also being provided under various RPOs.

(d & e) Opening of a POPSK is an on-going activity and depends upon various factors including distance from existing PSK/ POPSK and the volume of passport applications from a particular region.
