

GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS
RAJYA SABHA
UNSTARRED QUESTION NO - 396
ANSWERED ON- 06/02/2025

INCREASE IN PASSPORT SEVA KENDRAS IN THE COUNTRY

396. SHRI KUNWAR RATANJEET PRATAP NARAYAN SINGH

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

- (a) the details of Government's plan to increase the number of Passport Seva Kendras to 600 by 2028-29, including in the Kushinagar Parliamentary constituency;
- (b) the manner in which this expansion will benefit citizens, particularly in rural areas, and the measures being taken to ensure accessibility for all;
- (c) the expected impact of this expansion on the number of passport applications processed annually, and the targeted customer base; and
- (d) the steps taken to build on the success of existing centers and the feedback received from citizens on these services?

ANSWER

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

(a) to (d) Ministry of External Affairs in association with Department of Posts (DoP) had decided in January 2017 to open Passport Seva 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) in India. In the Kushinagar Parliament Constituency, where there is no PSK or a POPSK, efforts are underway to this end. As on date, 444 POPSKs are functional in the country. There are 38 LSCs where a PSK or a POPSK is yet to be opened. Opening of a PSK/POPSK is an on-going activity and depends upon various factors including distance from an existing PSK / POPSK and the volume of passport applications from a particular region.

POPSKs are established in remote locations and small towns in the LSCs away from the State capitals, thereby bringing passports services closer to the citizens and making it easier for citizens to obtain Passports. Quality services are being provided to the people from PSKs/POPSKs established with good amenities across the country in Public Private Partnership (PPP) mode. Under this system, the applicants are required to apply for their passports online, make the payment online through debit/credit /Rupay cards, net banking/ SBI Challan & UPI etc, schedule an appointment and then visit the designated PSK/ POPSK. A user friendly portal has been made available. When an applicant visits a PSK/ POPSK, an Electronic Queue Management System (EQMS) working on the principle of First-in First-out is available at all PSKs/ POPSKs to monitor the flow of applicants. The applicants can track the status of their applications themselves through portal and also through SMS services.
