

GOVERNMENT OF INDIA  
MINISTRY OF EXTERNAL AFFAIRS  
**RAJYA SABHA**  
**UNSTARRED QUESTION NO- 2152**  
ANSWERED ON- 18/12/2025

**PASSPORT SERVICE KENDRAS IN TAMIL NADU**

2152. SHRI R. DHARMAR

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

- (a) the number of Passport Service Kendras (PSKs) currently operational in Tamil Nadu and the districts where they are located;
- (b) the steps taken by Government to ensure the efficient functioning of these PSKs, particularly in terms of reducing passport processing time and addressing customer grievances;
- (c) the number of passport applications processed in the State during the last year;
- (d) the details of enhanced processing capacity or facilities provided for applicants at PSKs; and
- (e) the financial allocations made and resources provided for improving and expanding PSKs in the State including any plans for opening new PSKs in underserved areas?

**ANSWER**

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

(a) The list of Passport Seva Kendras (PSKs) and Post Office Passport Seva Kendras (POPSKs), currently (as on 10.12.2025) operational in Tamil Nadu and the districts where they are located is attached at **Annexure-I.**

(b) To reduce passport processing time, quality services are being provided to the people from PSKs/POPSKs established with enhanced infrastructural and technological facilities across the country, including in Tamil Nadu. The upgraded Passport Programme Version 2.0 (PSP V2.0) has been rolled out in all the 37 Regional Passport Offices (RPOs) and their Passport Seva Kendras (PSKs) and Post Office Passport Seva Kendras (POPSKs) in the country.

The PSP V2.0 aims at providing the next level of citizen experiences using latest and upgraded technology for delivery of passport related services to the citizens in a speedy, convenient and transparent manner. New digital tools introduced under PSP V2.0 have significantly improved the passport application and grievance-redressal experience by making the process faster, transparent and more user-friendly. Applicants benefit from chatbot and citizen centric service delivery system that guide them to the correct service page, provide information on required documents, appointment availability and nearest PSK/POPSK. Automated biometric matching strengthens security and accelerates decision-making during application processing. Real-time SMS/email alerts keep citizens informed at every stage of their application cycle. For grievance redressal,

track of pendency and delays or deviations are continuously monitored by Project Management Unit (PMU) of Passport Seva Programme (PSP) Division in Ministry of External Affairs (MEA). In addition, feedback kiosks installed at PSKs capture both qualitative and quantitative inputs from applicants, which are analyzed to improve service delivery and citizen satisfaction. The public grievances are redressed through different modes like specific Public Grievances Cell, CPGRAMS, Emails and X- handle.

(c) The number of passport applications processed in Tamil Nadu over the last five years is as under:

<u>Years</u>	<u>Passport applications processed</u>
2020	4,81,775
2021	6,92,878
2022	11,19,784
2023	12,05,095
2024	12,06,813
2025 (till 10.12.2025)	11,56,789

(d & e) Considering the future increase in number of Passport applications, infrastructural and technological upgradation/refurbishment of PSKs functioning in the country, including in Tamil Nadu, have been planned as part of Passport Seva Programme Version 2.0 (PSP V2.0). Accordingly, PSK Thanjavur and PSK Saligramam have been refurbished.

Expenditure on Passport Service Kendras operational in the country, including in Tamil Nadu, is met from the budgetary grant of the MEA and no separate funds are allocated for it.

**List of Passport Seva Kendras (PSKs) operational in Tamil Nadu (As on 10.12.2025)**

Sl. No.	RPO Name	PSK Name	District Name
1	Chennai	PSK Aminjikarai	Chennai
2	Chennai	PSK Saligramam	Chennai
3	Chennai	PSK Tambaram	Chennai
4	Coimbatore	PSK Coimbatore	Coimbatore
5	Madurai	PSK Madurai	Madurai
6	Madurai	PSK Tirunelveli City	Tirunelveli
7	Trichy	PSK Thanjavur	Thanjavur
8	Trichy	PSK Tiruchirappalli	Tiruchirappalli

**List of Post Office Passport Seva Kendras (POPSKs) operational in Tamil Nadu (As on 10.12.2025)**

Sl. NO.	RPO Name	POPSK Name	District Name
1	Chennai	POPSK Arani	Tiruvannamalai
2	Chennai	POPSK Chennai GPO	Chennai
3	Chennai	POPSK Chidambaram	Cuddalore
4	Chennai	POPSK Cuddalore	Cuddalore
5	Chennai	POPSK Dharmapuri	Dharmapuri
6	Chennai	POPSK Kallakurichi	Kallakurichi
7	Chennai	POPSK Kancheepuram	Kancheepuram
8	Chennai	POPSK Krishnagiri	Krishnagiri
9	Chennai	POPSK Ranipet	Ranipet
10	Chennai	POPSK Tiruvallur	Tiruvallur
11	Chennai	POPSK Tiruvannamalai	Tiruvannamalai
12	Chennai	POPSK Vellore	Vellore
13	Chennai	POPSK Villupuram	Villupuram
14	Chennai	POPSK Periyar Nagar*	Chennai (*To be inaugurated in Jan.,26)
15	Coimbatore	POPSK Pollachi	Coimbatore
16	Coimbatore	POPSK Coonoor	Nilgiris/Ooty
17	Coimbatore	POPSK Erode	Erode
18	Coimbatore	POPSK Rasipuram	Namakkal
19	Coimbatore	POPSK Salem	Salem
20	Coimbatore	POPSK Tiruppur	Tiruppur
21	Madurai	POPSK Bodineyaknur	Theni
22	Madurai	POPSK Devakottai	Sivaganga
23	Madurai	POPSK Kodai Road	Dindigul
24	Madurai	POPSK Nagercoil	Kanyakumari
25	Madurai	POPSK Rajapalayam	Virudhunagar
26	Madurai	POPSK Ramanathapuram	Ramanathapuram
27	Madurai	POPSK Thoothukkudi	Thoothukkudi
28	Madurai	POPSK Virudhunagar	Virudhunagar
29	Trichy	POPSK Karur	Karur
30	Trichy	POPSK Perambalur	Chennai
31	Trichy	POPSK Sirkali	Mayiladuthurai
32	Trichy	POPSK Thiruthuraiipoondi	Tiruvarur

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