

GOVERNMENT OF INDIA  
MINISTRY OF EXTERNAL AFFAIRS  
**RAJYA SABHA**  
**STARRED QUESTION NO. \*412**  
ANSWERED ON - 02/04/2026

**FUNCTIONING OF POPSK IN KUSHINAGAR**

\*412. SHRI RATANJIT PRATAP NARAIN SINGH

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

- (a) the operational efficiency and daily processing capacity of Post Office Passport Seva Kendra (POPSK) in Kushinagar district;
- (b) the number of passports successfully processed and dispatched from that Kendra during the last financial year;
- (c) the average appointment waiting time currently reported by applicants at that Kendra;
- (d) the details of any technical or infrastructural upgrades sanctioned to scale up the operations of the Kendra; and
- (e) the details of mechanism adopted to promptly resolve localized public grievances regarding delayed police verifications or passport printing issues?

**ANSWER**

**THE EXTERNAL AFFAIRS MINISTER**  
**(DR. SUBRAHMANYAM JAISHANKAR)**

- (a) to (e) A statement is laid in the table of the House.

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**STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) IN RESPECT OF RAJYA SABHA STARRED QUESTION NO.\*412 REGARDING “FUNCTIONING OF POPSK IN KUSHINAGAR” FOR ANSWERING ON 02.04.2026.**

(a) Currently, 2 Citizen Service Executive Counters (Counter ‘A’) and 1 Verifying Officer Counter (Counter ‘B’) are functional at Post Office Passport Seva Kendra (POPSK) Kushinagar POPSK Kushinagar, where 90 normal category passport appointments are released on daily basis under Regional Passport Office (RPO) Lucknow.

(b) POPSK Kushinagar was inaugurated on 30<sup>th</sup> April, 2025. The total number of passport applications processed and Passports issued during the period 30<sup>th</sup> April, 2025 to 25<sup>th</sup> March, 2026 is 8,458 and 7,082 respectively.

(c) Currently, the average appointment waiting time/ appointment cycle at POPSK Kushinagar is 4 working days.

(d) POPSK Kushinagar, since its inception has been functioning in the upgraded Passport Seva Programme Version 2.0 (PSP v2.0). 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.

(e) There is a Public Grievance redressal mechanism in all Passport offices, including in RPO Lucknow, to enquire into and redress any complaints from the citizen, including delayed police verifications or passport printing issues. Public grievances are addressed through the Centralized Public Grievance Redress and Monitoring System (CPGRAM) website of the Ministry of Personnel, Public Grievances and Pensions as well as the Passport Seva Portal of the Ministry of External Affairs. The names, addresses, email id and mobile/phone number of the Public Grievance Officers are also displayed in the Passport Offices/ PSKs/POPSKs, including in RPO Lucknow. The Complaint/ Suggestion Boxes are also installed at strategic locations in the Passport Offices and for any citizen centric passport service support, applicant can also call at National Call Centre at 1800-258-1800 (Toll Free), or write to the RPO through accessing the "Feedback" link on PSP website viz. [www.passportindia.gov.in](http://www.passportindia.gov.in). This Toll Free number is available in 23 Indian languages, including Hindi and English. Grievances received through social media platform X, facebook and Instagram are also addressed and resolved on priority basis. RPO Lucknow also organises ‘*Meet your RPO*’ on every wednesday and *Grievance Redressal Mela* on Bi-monthly basis for this purpose. Walk-in facility for applicants are also available to meet the Grievance Officer under RPO Lucknow on every working day. Moreover, a dedicated Project Monitoring Unit (PMU) in the PSP Division continuously monitors system performance and stability in order to resolve operational issues ensuring uninterrupted and efficient service delivery.

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