GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS

LOK SABHA
STARRED QUESTION NO.112
TO BE ANSWERED ON 23.11.2016

PASSPORT OFFICES

*112.   **SHRI BADRUDDIN AJMAL:**
          SHRI SHARAD TRIPATHI:

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a)   the number of passport offices currently functioning in the country, State-wise;

(b)   whether there is an inordinate delay in issuance of passports and if so, the details thereof;

(c)   the prescribed time limit for issue of passports under different categories and the State-wise number of applications pending during the last three years in the country;

(d)   the mechanism in place to resolve the complaints of applicants within the stipulated timeframe; and

(e)   the steps taken by the Government to make the process of issuing passports easy and quick?

ANSWER
THE MINISTER FOR EXTERNAL AFFAIRS
(SHRIMATI SUSHMA SWARAJ)

(a) to (e)   A Statement is laid on the Table of the House.

*****

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF THE LOK SABHA STARRED QUESTION NO. 112 REGARDING "PASSPORT OFFICES" FOR ANSWER ON 23.11.2016

(a)   The number of Passport Offices currently functioning in the country is 38. The State-wise list is enclosed at **Annexure-I**.

With the implementation of the Passport Seva Project (PSP), the Ministry established 77 Passport Seva Kendras (PSKs) in various States/Union Territories which were operationalised by June, 2012. The list is at **Annexure-II**. Subsequently, to provide more access points for passport services, the Ministry decided to set up 19 additional Passport Seva Laghu Kendras (PSLKs) out of which 12 PSLKs have already been operationalised at Aizawl (Mizoram), Imphal (Manipur), Shillong (Meghalaya), Itanagar (Arunachal Pradesh), Dimapur (Nagaland), Agartala (Tripura), Gangtok (Sikkim), Kalaburgi (Karnataka), Bhimavaram (Andhra Pradesh), Karimnagar (Telangana), Darbhanga (Bihar) and Puducherry. Four PSLKs at Indore (Madhya Pradesh), Udaipur (Rajasthan), Solapur (Maharashtra) and Siliguri (West Bengal) are expected to be established during the current financial year 2016-17 and the remaining three at Leh (Jammu & Kashmir), Kharagpur (West Bengal) and Kolkata-II (West Bengal) will be set up at a later date.

(b)   The time taken for issue of passports has been progressively reduced in recent years. There has also been considerable improvement in the last two years in getting appointments at the PSKs. As on 30 June 2016, out of 89 PSKs, appointments were available in 53 PSKs within 1 calendar day, 22 PSKs within 2 to 7 days, 10 PSKs within 8 to 14 days, 2 PSKs within 15 to 21 days and 2 PSKs from 22 to 30 days.

The process for issuance of passports sometimes becomes longer due to the following reasons:

   i.   Late receipt of police verification reports beyond the stipulated time of 21 days;

   ii. Receipt of incomplete police reports;

   iii. Increase in demand for passports of nearly 15% per annum; and

   iv. Shortage of manpower in the Central Passport Organization to deal with the increasing demand for passport services.

(c)   The Ministry endeavours to issue passports within the indicative timeframe provided in the "Citizen's Charter of Central Passport Organisation of the Ministry

of External Affairs for Issuance and Delivery of Passport Services 2016". Time limits given below are subject to Police Verification (PV) or any such inquiry or any other factor which may be beyond the control of the PIA.

Nature of Service	Indicative Timelines	Remarks
Fresh (First Time) Passport (Police Verification required before issuance)	Up to 30 working days [PV period excluded]	From the date of receipt of complete documentation and enrolment and subject to the satisfaction of PIA and receipt of clear Police Verification Report
Fresh (First Time) Passport {PV required after issuance or where PV is not required} i. Tatkaal Government/ PSU employees etc.	Up to 7 working days	From the date of receipt of complete documentation and enrolment and subject to confirmation of authenticity of Verification Certificate/ Identity Certificate/ No Objection Certificate and satisfaction of PIA
Re-issue of passport on expiry or on exhaustion of Visa pages	Up to 7 working days (In cases where pre-police verification is not required)	From the date of receipt of complete documentation and enrolment and subject to the satisfaction of PIA provided there is no change in personal particulars
Re-issue of passport due to (a) change in personal particulars, and/or (b) in lieu of lost/stolen/damaged/ mutilated passport	Up to 7 working days in cases where pre-police verification is not required and up to 30 working days in cases where PV is required [PV period excluded]	From the date of receipt of complete documentation and enrolment and subject to the satisfaction of PIA and requisite verification/ clearances
Miscellaneous Services like Police Clearance Certificate, Surrender Certificate or any miscellaneous certificate based on passport	Up to 3 working days (In cases where police verification is not required)	From the date of receipt of complete documentation and enrolment and subject to the satisfaction of PIA and requisite verification/ clearances

The passports are issued Passport Office-wise and the data is compiled accordingly. The list of the number of applications pending for passports during the last three years in the country is enclosed at **Annexure-III**.

(d)   Under the Passport Seva Project (PSP), the Ministry of External Affairs has put in place a mechanism to resolve the complaints of applicants. A Public Grievance Redressal Cell (PGRC) has been established in the CPV Division under the supervision of the Joint Secretary (Passport Seva Project) and Chief Passport Officer.   All Passport Offices handle public grievances through the Centralized Public Grievance Redress and Monitoring System (CPGRAMS).   To obviate complaints and disseminate information related to passport services and handling of grievances of citizens and their feedback, a National Call Centre with a toll free number (1800-258-1800) operates in 17 languages on 24x7 basis, which at present works on a central system platform. Also, an e-mail-based helpdesk is functioning which can be accessed by citizens through the portal: passportindia.gov.in. The status of the complaints/grievances can also be monitored online.

To track citizen sentiments and strengthen feedback for Passport related services through social media, "Twitter CRM (Customer Relation Management) Platform" has been started by the Ministry in February 2016. Every RPO has got a Twitter Handle to respond to the grievance logged through Twitter.

Apart from this, Passport Offices hold Passport Adalats regularly to redress the grievances of passport applicants. These Adalats have been very useful in disposing of old and complex cases through direct interaction with the applicants.

(e)   The Government has taken various steps to make the process of issuing passport easy and fast.   The Ministry of External Affairs has made two major changes on 26.01.2016 that have expedited the process for first time passport applicants as well as made it more convenient to secure an online appointment at the local Passport Seva Kendras (PSKs). As per these changes, the first time passport applicants who furnish Aadhaar Card, Electoral Photo Identity Card (EPIC), PAN Card and an affidavit of non-criminality in the prescribed format, will get faster service, without payment of additional fees, subject to successful online validation of Aadhaar. The passports under this liberal dispensation will be issued on Post-Police Verification basis.

The second measure pertains to securing online Appointments for submission of passport applications at PSKs. The new provision is allowing applicants to choose any appointment date from the earliest five available dates (working days) for scheduling/ rescheduling an appointment for passport related services. Earlier, the System used to offer only one available date to the applicant for seeking appointment for passport related services. These measures have made the process of applying and issuing passports easy and quick.

*****

STATE/UT-WISE   LIST OF PASSPORT OFFICES

S. No.	State/UT	Location of Passport Offices
1.	Andhra Pradesh	Visakhapatnam, Vijayawada
2.	Arunachal Pradesh*	-
3.	Assam*	Guwahati*
4.	Bihar	Patna
5.	Chhattisgarh	Raipur
6.	Goa	Panaji
7.	Gujarat	Ahmedabad+, Surat.
8.	Haryana	--
9.	Himachal Pradesh	Shimla
10.	Jammu & Kashmir	Jammu, Srinagar
11.	Jharkhand	Ranchi
12.	Karnataka	Bangalore
13.	Kerala	Thiruvananthapuram, Cochin,Kozhikode, Malappuram.
14.	Madhya Pradesh	Bhopal
15.	Maharashtra	Mumbai, Pune, Nagpur, Thane.
16.	Manipur*	-
17.	Meghalaya*	-
18.	Mizoram*	-
19.	Nagaland*	-
20.	Odisha	Bhubaneswar
21.	Punjab	Amritsar, Jalandhar.
22.	Rajasthan	Jaipur
23.	Sikkim@	-
24.	Tamil Nadu	Chennai,Trichy,Madurai, Coimbatore.
25.	Telangana	Hyderabad
26.	Tripura@	-
27.	Uttar Pradesh	Lucknow,Bareilly, Ghaziabad.
28.	Uttarakhand	Dehradun
29.	West Bengal@	Kolkata
30.	Chandigarh UT**	Chandigarh
31.	Delhi NCT***	Delhi
	Total	**38**

* RPO Guwahati covers Arunachal Pradesh, Manipur, Mizoram, Meghalaya & Nagaland.

**RPO Chandigarh covers parts of Punjab and Haryana

***RPO Delhi covers parts of Haryana

@RPO Kolkata covers Sikkim and Tripura.

N.B.: RPO, Mumbai has jurisdiction over Daman, Dadra & Nagar Haveli ;

 +RPO Ahmedabad has jurisdiction over Diu;

RPO Chennai has jurisdiction over Puducherry

RPO Cochin has jurisdiction over Lakshadweep Islands.

Andaman & Nicobar Administration also acts as Passport Issuing Authority and liaises with RPO Kolkata.

*****

RPO-wise list of Passport Seva Kendras (PSKs)

S.No.	Passport Office	PSKs located within the city of the Passport Office	PSKs located in other districts within the jurisdiction of Passport Office	Total number of PSKs
1	Ahmedabad	Ahmedabad 1, Ahmedabad 2	Baroda, Rajkot	4
2	Amritsar	Amritsar	None	1
3	Bangalore	Bangalore 1, Bangalore 2	Hubli-Dharwad, Mangalore	4
4	Bareilly	Bareilly	None	1
5	Bhopal	Bhopal	None	1
6	Bhubaneswar	Bhubaneswar	None	1
7	Chandigarh	Chandigarh	Ludhiana, Ambala	3
8	Chennai	Chennai 1, Chennai 2, Chennai 3	None	3
9	Cochin	Cochin	Thrissur, Alappuzha, Ernakulam Rural, Kottayam	5
10	Coimbatore	Coimbatore	None	1
11	Dehradun	Dehradun	None	1
12	Delhi	Delhi 1, Delhi 2	Gurgaon	3
13	Ghaziabad	Ghaziabad	None	1
14	Guwahati	Guwahati	None	1
15	Hyderabad	Hyderabad 1, Hyderabad 2, Hyderabad 3	Nizambad,	4
16	Jaipur	Jaipur	Jodhpur, Sikar	3
17	Jalandhar	Jalandhar 1, Jalandhar 2	Hoshiarpur	3
18	Jammu	Jammu	None	1
19	Kolkata	Kolkata	Bahrampur,	2
20	Kozhikode	Kozhikode 1, Kozhikode 2	Kannur 1, Kannur 2	4
21	Lucknow	Lucknow	Varanasi, Kanpur, Gorakhpur	4
22	Madurai	Madurai	Tirunelveli City	2
23	Malappuram	Malappuram	None	1
24	Mumbai	Mumbai 1, Mumbai 2, Mumbai 3	None	3
25	Nagpur	Nagpur	None	1
26	Panaji	Panaji	None	1
27	Patna	Patna		1
28	Pune	Pune	None	1
29	Raipur	Raipur	None	1
30	Ranchi	Ranchi	None	1
31	Shimla	Shimla	None	1
32	Srinagar	Srinagar	None	1
33	Surat	Surat	None	1
34	Thane	Thane	Nasik	2
35	Trichy	Trichy 1, Trichy 2	Thanajavur	3
36	Trivandrum	Trivandrum	Kollam, Trivandrum rural	3
37	Visakhapatnam	Visakhapatnam	None	1
38	Vijayawada	Vijayawada	Tirupati	2
	Total	**38**		**77**

.*****

Passport Issuance Data 2013

RPO	Applications received during the year	Services Rendered during the year	Closing Balance as on 31-12-2013
Ahmedabad	3,37,195	3,31,871	5,324
Amritsar	93,581	92,964	617
Bangalore	4,60,547	4,36,999	23,548
Bareilly	80,430	75,698	4,732
Bhopal	1,11,988	1,02,740	9,248
Bhubaneswar	81,425	81,406	19
Chandigarh	3,07,806	2,94,690	13,116
Chennai	3,73,304	3,67,353	5,951
Cochin	2,87,990	2,87,209	781
Coimbatore	99,586	1,03,312	0
Dehradun	51,458	48,016	3,442
Delhi	4,14,656	4,02,588	12,068
Ghaziabad	1,14,387	1,11,727	2,660
Goa	46,589	48,368	0
Guwahati	63,801	51,816	11,985
Hyderabad	6,37,073	6,30,457	6,616
Jaipur	2,05,905	2,02,331	3,574
Jalandhar	1,80,665	1,83,776	0
Jammu	27,103	26,637	466
Kolkata	3,54,006	3,37,232	16,774
Kozhikode	2,55,448	2,56,125	0
Lucknow	4,47,345	4,21,228	26,117
Madurai	1,98,548	1,95,196	3,352
Malappuram	2,21,207	2,31,907	0
Mumbai	3,43,659	3,48,485	0
Nagpur	81,471	76,571	4,900
Patna	1,87,486	1,69,451	18,035
Pune	1,85,016	1,81,985	3,031
Raipur	30,332	30,453	0
Ranchi	64,517	60,448	4,069
Shimla	30,308	28,270	2,038
Srinagar	65,873	60,034	5,839
Surat	1,25,368	1,31,283	0
Thane	2,11,006	2,01,924	9,082
Trichy	1,75,477	1,68,530	6,947
Trivandrum	1,76,200	1,75,370	830
Visakhapatnam	1,47,763	1,45,241	2,522
TOTAL	**72,76,519**	**70,99,691**	**2,07,683**

*The passport issuance being a cyclical process, the excess in Col 3 is due to clearance of arrears

Passport Issuance Data 2014

RPO	Applications received during the year	Services Rendered during the year	Closing Balance as on 31-12-2014
Ahmedabad	4,19,934	4,14,869	5,065
Amritsar	1,05,536	1,05,659	0
Bangalore	5,20,405	5,24,617	0
Bareilly	1,14,238	95,810	18,428
Bhopal	1,34,580	1,43,303	0
Bhubaneswar	93,506	94,472	0
Chandigarh	3,82,219	3,88,790	0
Chennai	3,94,647	3,88,302	6,345
Cochin	3,29,288	3,28,410	878
Coimbatore	1,15,204	1,16,010	0
Dehradun	72,111	72,212	0
Delhi	4,55,807	4,37,822	17,985
Ghaziabad	1,64,201	1,48,843	15,358
Goa	47,983	47,180	803
Guwahati	64,178	64,192	0
Hyderabad	7,17,769	6,87,554	30,215
Jaipur	2,58,473	2,50,735	7,738
Jalandhar	2,34,295	2,30,591	3,704
Jammu	32,372	29,685	2,687
Kolkata	4,45,862	4,08,052	37,810
Kozhikode	2,87,443	2,87,645	0
Lucknow	6,27,153	6,01,924	25,229
Madurai	2,33,981	2,39,752	0
Malappuram	2,48,210	2,45,880	2,330
Mumbai	3,85,782	3,84,085	1,697
Nagpur	99,237	92,964	6,273
Patna	3,02,363	2,56,488	45,875
Pune	2,25,327	2,14,511	10,816
Raipur	34,240	34,535	0
Ranchi	69,103	66,726	2,377
Shimla	33,270	32,697	573
Srinagar	57,298	56,413	885
Surat	1,38,708	1,36,927	1,781
Thane	2,44,576	2,34,431	10,145
Trichy	2,05,861	2,10,585	0
Trivandrum	2,02,721	2,01,439	1,282
Visakhapatnam	2,01,809	1,94,877	6,932
Total	**86,99,690**	**84,68,987**	**2,63,211**

*The passport issuance being a cyclical process, the excess in Col 3 is due to clearance of arrears

Passport Issuance Data 2015

RPO	Applications received	Services Rendered	Closing Balance as on 31-12-2015
Ahmedabad	5,57,244	5,65,507	0
Amritsar	1,32,370	1,35,863	0
Bangalore	6,44,853	6,32,889	11,964
Bareilly	1,46,980	1,72,940	0
Bhopal	1,57,521	1,64,576	0
Bhubaneswar	1,05,283	1,07,853	0
Chandigarh	4,63,731	4,63,161	570
Chennai	4,12,622	4,20,641	0
Cochin	4,23,045	4,20,293	2,752
Coimbatore	1,31,916	1,32,156	0
Dehradun	83,519	84,314	0
Delhi	5,20,002	5,05,844	14,158
Ghaziabad	2,09,451	2,16,079	0
Goa	52,882	51,573	1,309
Guwahati	87,385	84,216	3,169
Hyderabad	7,39,960	7,59,503	0
Jaipur	3,10,814	3,10,976	0
Jalandhar	2,84,077	2,85,818	0
Jammu	41,770	40,351	1,419
Kolkata	5,76,714	6,13,122	0
Kozhikode	2,91,798	2,92,268	0
Lucknow	8,87,092	9,47,600	0
Madurai	2,58,777	2,63,627	0
Malappuram	2,16,579	2,12,243	4,336
Mumbai	4,40,750	4,58,264	0
Nagpur	1,14,640	1,19,458	0
Patna	3,29,929	3,65,614	0
Pune	2,88,150	2,90,321	0
Raipur	39,791	38,784	1,007
Ranchi	84,339	84,362	0
Shimla	41,255	42,630	0
Srinagar	73,470	72,648	822
Surat	1,84,154	1,85,973	0
Thane	3,10,863	3,24,273	0
Trichy	2,07,673	2,11,057	0
Trivandrum	2,23,190	2,22,785	405
Visakhapatnam	2,26,769	2,31,841	0
Total	**1,03,01,358**	**1,05,31,423**	**41,911**

*The passport issuance being a cyclical process, the excess in Col 3 is due to clearance of arrears

Passport Issuance Data upto Sep 2016

RPO	Applications received during Jan-Sep 2016	Services Rendered during Jan-Sep 2016	Closing Balance as on 30-9-2016
Ahmedabad	4,35,543	4,41,813	0
Amritsar	1,09,122	1,07,894	1,228
Bareilly	88,590	90,899	0
Bengaluru	4,93,562	5,20,076	0
Bhopal	1,16,942	1,17,575	0
Bhubaneswar	85,744	87,611	0
Chandigarh	3,62,927	3,65,679	0
Chennai	3,42,474	3,37,428	5,046
Cochin	3,27,166	3,32,845	0
Coimbatore	1,06,073	1,05,874	199
Dehradun	56,846	56,811	35
Delhi	4,13,991	4,20,724	0
Ghaziabad	1,61,495	1,66,305	0
Goa	41,083	42,312	0
Guwahati	74,837	78,059	0
Hyderabad	5,19,876	5,44,939	0
Jaipur	2,51,421	2,44,429	6,992
Jalandhar	2,48,093	2,46,632	1,461
Jammu	38,563	36,842	1,721
Kolkata	3,96,310	4,23,965	0
Kozhikode	2,22,089	2,25,165	0
Lucknow	5,79,199	5,92,855	0
Madurai	1,91,846	1,95,223	0
Malappuram	1,48,884	1,59,556	0
Mumbai	3,52,849	3,61,629	0
Nagpur	92,300	92,344	0
Patna	2,24,960	2,42,796	0
Pune	2,15,059	2,24,178	0
Raipur	33,221	32,766	455
Ranchi	60,004	66,257	0
Shimla	33,196	34,467	0
Srinagar	41,860	51,280	0
Surat	1,18,370	1,17,468	902
Thane	2,41,600	2,53,137	0
Tiruchirappalli	1,55,065	1,54,844	221
Trivandrum	1,64,501	1,65,764	0
Visakhapatnam	1,74,972	1,73,200	1,772
Total	**77,20,633**	**79,11,641**	**20,032**

*The passport issuance being a cyclical process, the excess in Col 3 is due to clearance of arrears

*****