

**GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS**

**LOK SABHA
STARRED QUESTION NO.382
TO BE ANSWERED ON 14.12.2016**

INSPECTION OF PASSPORT OFFICES

***382. SHRI J.C. DIVAKAR REDDY:
SHRI CHANDU LAL SAHU:**

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) the number of passport offices, Seva Kendras and Common Service Centres (CSCs) in various States inspected during the last three years and the current year;**
- (b) the major lapses/irregularities noticed, regional passport office-wise along with corrective action taken by the Government in this regard;**
- (c) whether the Government has any proposal to establish CSCs for the passport related services in the rural and remote areas;**
- (d) if so, the details of such centres set up/proposed to be set up in various States including Andhra Pradesh; and**
- (e) the time by which these centres are likely to be operational?**

**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. 382 REGARDING “INSPECTION OF PASSPORT OFFICES” FOR ANSWER ON 14.12.2016

(a) A list Passport Offices and Passport Seva Kendras (PSKs) inspected during 2013, 2014, 2015 and 2016 till date is enclosed at Annexure-I. The Ministry of External Affairs is not conducting any inspection of CSCs as they are under the administrative control of Ministry of Electronics and Information Technology (MeitY).

(b) During the inspection of the PSKs, compliance with ten Non-Technical Service Level Agreements (SLAs) by the Service Provider M/s Tata Consultancy Service (TCS) is examined. At the time of inspection of the Passport Offices, administrative, establishment, Organization and Method (O&M) and technical matters are examined.

Shortcomings noticed after the inspection of PSKs are as follows:

- (i) Upkeep and maintenance of the PSK;
- (ii) Bunched up appointments and overcrowding in the morning;
- (iii) Cleanliness of public toilets;
- (iv) Insufficient cooling due to overcrowding; and
- (v) Absence of staff.

Deficiencies observed after the inspection of Passport Offices are as follows:

- (i) Upkeep and maintenance of the buildings of the Passport Offices;
- (ii) Shortage of staff;
- (iii) Delays in printing and despatch of passports;
- (iv) Absence of prompt redressal of grievances of passport seeking public; and
- (v) Absence of requisite amenities for passport applicants visiting the passport offices.

After each inspection, a list of shortcomings and deficiencies noticed are sent to the concerned Passport Office and M/s TCS with instructions to take prompt remedial steps.

(c) to (e) The Common Services Centres (CSCs) are internet enabled access points for delivery of various citizen centric eServices, including Government to Citizen (G2C), Business to Consumer (B2C), Utility Services, etc. CSC e-Governance Services

India Limited being the CSC Special Purpose Vehicle (CSC-SPV) under the Ministry of Electronics and Information Technology (MeitY) are enabling delivery of various eServices by integrating different service access portals at National level, including Passport Seva. CSC-SPV is also mandated to monitor the operation of CSC outlets and provide hand-hold supports to CSC operators called Village Level Entrepreneurs (VLEs). Necessary coordination with Central Ministries/ Departments/ States/ Union Territories (UTs) and other organizations are also being done by CSC-SPV on a regular basis.

With a view to address the challenge of digital divide, especially in the rural hinterland, the Ministry of External Affairs in association with CSC e-Governance Services India Ltd. has facilitated online filing of passport applications, through the vast network of 2,53,160 Common Service Centres (CSCs) across the country out of which 1,54,651 are located at Gram Pranchayat level. Till November, 2016, more than 3.4 lakhs applications have been submitted through CSCs located in all States/UTs. The CSCs facilitate filling and uploading of Passport application forms, payment of applicable fee and scheduling of appointment for the visit to the Passport Seva Kendra (PSK) at nominal charge not exceeding Rs. 100/-.

MeitY is expanding the CSC network till Gram Panchayat (GP) level under CSC 2.0 project of Digital India Programme for an equitable access to eServices by the citizens. It has aimed to set up at least one CSC in every Gram Panchayat (GP) across the country by August 2019. Implementation of CSC 2.0 at GP level is based on a service delivery/ transaction oriented model with effort towards optimum utilization of infrastructure created in the form of BharatNet/ NOFN and other communication infrastructure available in the States/ UTs. Presently, CSC is completely an entrepreneurship model with no viability gap funding for hardware and infrastructure support to the VLEs from Government of India. For day-to-day operation of CSCs and knowledge up-gradation on new services, the VLEs are being provided with handholding supports through training on Enterprise Development Programme. A State/UT wise statement showing number of CSCs including at Gram Panchayat level is enclosed at Annexure-II.

ANNEXURE-I

PASSPORT OFFICES INSPECTED DURING 2013 TO 2016		
S. No.	NAME OF PASSPORT OFFICE	YEAR OF INSPECTION
1.	Bangalore	January 2013, March 2014, September 2016
2.	Bareilly	2013
3.	Coimbatore	2016
4.	Dehradun	May 2014
5.	Hyderabad	May 2015
6.	Jalandhar	2013
7.	Kozhikode	July 2015
8.	Madurai	August 2015
9.	Nagpur	January 2016
10.	Patna	May 2014, January 2015, March 2016
11.	Pune	April 2013, February 2014 & April 2016
12.	Srinagar	2014,2015
13.	Thane	November 2015
14.	Trivandrum	March 2013

Statement of PSK Inspection in 2013

S. No.	State/UT	RPO	PSK Name	Date
1	Chandigarh	Chandigarh	Chandigarh	29-Jul-13
		Chandigarh	Ambala	30-Jul-13
2	Goa	Panaji	Panaji	18-Sep-13
3	Gujrat	Ahmedabad	Ahmedabad2-Vijay Cross Road	8-Apr-13
		Ahmedabad	Ahmedabad1 - Mithakali Road	9-Apr-13
4	Himachal Pradesh	Shimla	Shimla	23-Dec-13
5	Jammu & Kashmir	Jammu	Jammu	28-May-13
6	Jharkhand	Ranchi	Ranchi	12-Nov-13
7	Kerala	Trivandrum	Trivandrum (M)	21-Mar-13
		Trivandrum	Trivandrum (R)	22-Mar-13
		Cochin	Tripunithura, Cochin	22-Mar-13
		Cochin	Aluva	22-Mar-13
		Trivandrum	Trivandrum (M)	11-Dec-13
		Trivandrum	Trivandrum (R)	12-Dec-13
8	Maharastra	Thane	Nashik	6-Aug-13
		Mumbai	Mumbai3 - Lower Parel	19-Nov-13
		Mumbai	Mumbai1 - Malad	20-Nov-13
9	Odisha	Bhubaneswar	Bhubaneswar	3-Dec-13
10	Punjab	Amritsar	Amritsar	21-Jan-13
		Jalandhar	Jalandhar1 - Eminent Mall	22-Jan-13
11	Rajasthan	Jaipur	Jaipur	22-जनवरी-13
		Jaipur	Jaipur	24-Dec-13
12	Tamil Nadu	Trichy	Trichy	18-Nov-13
		Trichy	Thanjavur	18-Nov-13
		Madurai	Madurai	19-Nov-13
		Madurai	Tirunelveli City	20-Nov-13
13	Uttar Pradesh	Lucknow	Kanpur	15-Jul-13
		Lucknow	Gorakhpur	16-Jul-13
		Lucknow	Lucknow	16-Jul-13
		Bareilly	Bareilly	16-Aug-13
14	West Bengal	Kolkata	Kolkata	9-Dec-13
		Total	31	

Statement of PSK Inspection in 2014

S. No.	State/UT	RPO	PSK Name	Date
1	Chandigarh	Chandigarh	Ludhiana	25-Mar-14
2	Chhattisgarh	Raipur	Raipur	9-Jun-14
3	Delhi	Delhi	Bhikaji Cama Place - PSK	27-Nov-14
4	Goa	Panaji	Panaji	7-Mar-14
5	Gujrat	Ahmedabad	Ahmedabad2-Vijay Cross Road	4-Jul-14
		Ahmedabad	Rajkot	4-Aug-14
6	Karnataka	Bangalore	Mangalore	20-Mar-14
		Bangalore	Bangalore, Lalbagh	25-Mar-14
		Bangalore	Bangalore, Sai Arcade	25-Mar-14
		Bangalore	Bangalore, Lalbagh	6-Jun-14
		Bangalore	Bangalore, Lalbagh	11-Dec-14
		Bangalore	Bangalore, Sai Arcade	11-Dec-14
7	Kerala	Cochin	Alappuzha	28-Jan-14
		Cochin	Kottayam	28-Jan-14
		Cochin	Thrissur	28-May-14
		Cochin	Aluva	29-May-14
		Cochin	Tripunithura, Cochin	30-May-14
8	Madhya Pradesh	Bhopal	Bhopal	21-Feb-14
		Bhopal	Bhopal	25-Jul-14
		Bhopal	Bhopal	9-Oct-14
9	Maharastra	Thane	Nashik	8-Oct-14
10	Rajasthan	Jaipur	Sikar	10-Feb-14
		Jaipur	Jaipur	21-Apr-14
11	Tamil Nadu	Chennai	Chennai 3 - Tambaram	8-Jan-14
		Chennai	Chennai 2 - Navins	8-Jan-14
		Chennai	Chennai 1 - Saligramam	8-Jan-14
12	Telangana	Hyderabad	Tirupathi	18-Mar-14
13	Uttar Pradesh	Lucknow	Lucknow	14-Feb-14
		Lucknow	Varanasi	17-Feb-14
		Lucknow	Gorakhpur	19-Mar-14
		Lucknow	Kanpur	20-Mar-14
		Ghaziabad	Ghaziabad	25-Aug-14
		Lucknow	Kanpur	7-Oct-14
		Lucknow	Varanasi	13-Nov-14
		Total	34	

Statement of PSK Inspection in 2015

S. No.	State/UT	RPO	PSK Name	Date
1	Bihar	Patna	Patna	28-Dec-15
2	Chandigarh	Chandigarh	Chandigarh	18-Nov-15
3	Delhi	Delhi	Herald House - ITO	11-Mar-15
4	Gujrat	Surat	Surat	17-Feb-15
		Ahmedabad	Rajkot	19-Feb-15
		Ahmedabad	Ahmedabad1 - Mithakali Road	2-Jul-15
		Ahmedabad	Ahmedabad2-Vijay Cross Road	2-Jul-15
		Ahmedabad	Ahmedabad2-Vijay Cross Road	17-Nov-15
		Ahmedabad	Ahmedabad1 - Mithakali Road	19-Nov-15
5	Kerala	Cochin	Tripunithura, Cochin	6-Jan-15
		Malappuram	Malappuram	19-Feb-15
		Kozhikode	Kannur 1 - Padannapalam	24-Feb-15
		Kozhikode	Kozhikode2 - Vadakara	25-Feb-15
		Kozhikode	Kozhikode1 - Koyenco House	10-Mar-15
		Kozhikode	Kannur 2 - Payyanoor	12-Mar-15
		Trivandrum	Kollam	18-Mar-15
6	Maharashtra	Mumbai	Mumbai1 - Malad	9-Jan-15
		Mumbai	Mumbai2 - Andheri	9-Jan-15
		Mumbai	Mumbai3 - Lower Parel	25-Feb-15
7	Punjab	Amritsar	Amritsar	13-Apr-15
8	Tamil Nadu	Madurai	Madurai	20-Aug-15
		Trichy	Thanjavur	25-Aug-15
		Trichy	Trichy	26-Aug-15
		Madurai	Tirunelveli City	28-Aug-15
9	Telangana	Hyderabad	Hyderabad3 - Tolichowki	28-Sep-15
		Hyderabad	Tirupathi	30-Sep-15
10	Uttar Pradesh	Lucknow	Lucknow	1-Apr-15
		Ghaziabad	Ghaziabad	23-Apr-15
		Lucknow	Kanpur	9-Sep-15
		Lucknow	Varanasi	24-Nov-15
		Lucknow	Gorakhpur	26-Nov-15
		Lucknow	Lucknow	27-Nov-15
11	West Bengal	Kolkata	Behrampore	8-Jan-15
		Kolkata	Kolkata	9-Jan-15
		Total	34	

Statement of PSK Inspection in 2016

S. No.	State/UT	RPO	PSK Name	Date
1	Delhi	Delhi	Herald House - ITO	10-May-16
		Delhi	Bhikaji Cama Place - PSK	22-Aug-16
		Delhi	Gurgaon	23-Aug-16
		Delhi	Shalimar Place	23-Aug-16
2	Karnataka	Bangalore	Bangalore, Lalbagh	12-Sep-16
		Bangalore	Bangalore, Sai Arcade	4-Nov-16
3	Maharashtra	Thane	Thane	8-Jan-16
4	Tamil Nadu	Coimbatore	Coimbatore	3-Nov-16
		Total	8	

Annexure-II

State/UT-wise status of CSCs that have been set up across the Country is given below.

State-wise Summary Statement of CSCs set up as on 31-October-2016			
Sl. No.	State	CSCs Set up (overall)	Among this, CSCs Set up (at GP level)
1	Andhra Pradesh	6990	4350
2	Arunachal Pradesh	212	126
3	Assam	4507	1485
4	Bihar	13341	5878
5	Chhattisgarh	10330	4764
6	Goa	6	0
7	Gujarat	16303	13493
8	Haryana	6393	3745
9	Himachal Pradesh	4243	3403
10	Jammu & Kashmir	1984	439
11	Jharkhand	6405	4098
12	Karnataka	4455	2599
13	Kerala	3287	1095
14	Madhya Pradesh	17660	9538
15	Maharashtra	36421	21571
16	Manipur	664	220
17	Meghalaya	372	276
18	Mizoram	474	376
19	Nagaland	228	220
20	Orissa	11115	5855
21	Punjab	7124	3171
22	Rajasthan	14722	9535
23	Sikkim	422	196
24	Tamil Nadu	14466	12713
25	Telangana	4955	2610
26	Tripura	425	184
27	Uttarakhand	5408	3264
28	Uttar Pradesh	48242	32926
29	West Bengal	11051	6406
	States Total	252205	154536
	Union Territory(UT)		
1	Andaman & Nicobar	53	19
2	Chandigarh	49	1
3	Dadra & Nagar Haveli	18	11
4	Daman and Diu	16	9
5	Delhi	718	0
6	Lakshadweep	15	13
7	Puducherry	86	62
	UTs Total	955	115
	GRAND TOTAL	253160	154651
