

**GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS**

**LOK SABHA
STARRED QUESTION NO.198
TO BE ANSWERED ON 15.03.2017**

PASSPORTS THROUGH POST OFFICES

***198. SHRI PRABHAKAR REDDY KOTHA:
SHRI KODIKUNNIL SURESH:**

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) whether the Government has finalised the methodology to issue passports through post offices and if so, the details thereof, State-wise;**
- (b) the details of funds and infrastructure required/allocated for the project;**
- (c) the details of hurdles being faced in implementation of the aforesaid project; and**
- (d) whether a centralised system for issue of passports is being introduced and if so, the details thereof?**

**ANSWER
THE MINISTER FOR EXTERNAL AFFAIRS
(SHRIMATI SUSHMA SWARAJ)**

(a) to (d) A statement is laid on the table of the House.

**STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF THE
LOK SABHA STARRED QUESTION NO. 198 REGARDING “PASSPORTS
THROUGH POST OFFICES” FOR ANSWER ON 15.03.2017**

(a) Yes. The Ministry of External Affairs (MEA) and the Department of Posts (DOP) have decided to utilize the Head Post Offices (HPO) in the various States as Post Office Passport Seva Kendra (POPSK) for delivering passport related services to the citizens of the country. The pilot projects for this joint venture between MEA and DOP was inaugurated on 25 January, 2017 at the Post Offices at Mysuru in Karnataka and at Dahod in Gujarat. The POPSK at these two places have been running successfully since their inauguration. With the successful operationalization of these two pilot projects, the Government has now decided to scale up this programme by opening 64 more POPSKs, as per the list attached at Annexure.

Out of the 64 POPSK at Annexure, ten POPSKs at Asansol, Kavaratti, Kota, Muzaffarpur, Pathanamthitta, Raiganj, Rourkela, Salem, Udampur and Vidisha have since been inaugurated taking the total number of POPSKs as on date to twelve.

The POPSK would be functioning like the other existing Passport Seva Kendra (PSK). The process of issuing passports will not change after the opening of the POPSK. Applicants, who apply for their passports online through the passport portal, can now schedule an appointment and then visit the designated POPSK to complete the formalities similar to those at the PSK necessary prior to the issue of the passport. The photographs, biometrics and the supporting documents would be electronically captured at the POPSK and the applicant will not have to revisit the POPSK prior to the issue of the Passport.

(b) The Department of Posts would provide the space necessary for the setting up of the POPSK in the Post Offices. MEA would provide the IT infrastructure and Non-IT equipment including furniture and furnishings, WAN Bandwidth (primary and backup link) and Local Area Network necessary to operationalize the POPSK. The estimated cost for setting up a POPSK for processing approximately 100 applications per day would be as follow:

<u>Particulars</u>	<u>Amount</u> (Rs. Lakhs)
Non-recurring:	30.00
Recurring per month:	4.00

Funds would be made available in the budget of the CPV Division and the budget of the Passport Offices under whose jurisdiction the POPSK are to be set-up for setting up the POPSK.

(c) The difficulty in the setting-up of the POPSK is the shortage of personnel in the Central Passport Organisation (CPO), particularly those at the Superintendent and Senior Superintendent levels who function as Passport Granting Officers (PGO). There is also shortage of Assistant Superintendents (AS), Senior Passport Assistants (SPA), Junior Passport Assistants (JPA) who function as the Verification Officers (VO). DOP have expressed their willingness to deploy personnel to serve as Verification Officer (VO) and Granting Officer (GO) for passports at the POPSK. These personnel would have to be, however, trained before they start functioning as VO and GO.

(d) The Passport Seva Project, currently being used, is a centralized system for issue of passports. The Post Office Passport Seva Kendra (POPSK) would be connected to the PSP centralized system for processing of applications submitted at POPSK. The printing and dispatch of the Passports for applications, which are received at POPSK, will be carried out at the Regional Passport Office (RPO) under whose jurisdiction the POPSK would function.

ANNEXURE

S.N.	Locations	State	S.N.	Locations	State
1.	Kurnool	Andhra Pradesh	33.	Gulbarga	Karnataka
2.	Kadappa	Andhra Pradesh	34.	Pathanamthitta	Kerala
3.	Silchar	Assam	35.	Kasargod	Kerala
4.	Purnia	Bihar	36.	Kavaratti	Lakshadweep
5.	Gopalganj	Bihar	37.	Gwalior	Madhya Pradesh
6.	Muzaffarpur	Bihar	38.	Satna	Madhya Pradesh
7.	Bhagalpur	Bihar	39.	Jabalpur	Madhya Pradesh
8.	Siwan	Bihar	40.	Vidisha	Madhya Pradesh
9.	Surguja	Chhattisgarh	41.	Aurangabad	Maharashtra
10.	Daman	Daman	42.	Beed	Maharashtra
11.	Diu	Diu	43.	Ghatkopar	Maharashtra
12.	Silvasa	Dadra & Nagar Haveli	44.	Mumbai North Central	Maharashtra
13.	East Delhi	Delhi	45.	Mumbai South Central	Maharashtra
14.	Noth East Delhi	Delhi	46.	Jalgaon	Maharashtra
15.	North West Delhi	Delhi	47.	Kolhapur	Maharashtra
16.	South Delhi	Delhi	48.	Pimpri Chinchwad	Maharashtra
17.	West Delhi	Delhi	49.	Rourkela	Odisha
18.	Bhuj	Gujarat	50.	Sambalpur	Odisha
19.	Palanpur	Gujarat	51.	Koraput	Odisha
20.	Hisar	Haryana	52.	Kota	Rajasthan
21.	Karnal	Haryana	53.	Jaisalmer	Rajasthan
22.	Faridabad	Haryana	54.	Jhunjhunu	Rajasthan
23.	Palampur	Himachal Pradesh	55.	Bikaner	Rajasthan
24.	Hamirpur	Himachal Pradesh	56.	Jhalawar	Rajasthan
25.	Leh	J&K	57.	Salem	Tamil Nadu
26.	Udhampur	J&K	58.	Vellore	Tamil Nadu
27.	Jamshedpur	Jharkhand	59.	Mehbubnagar	Telangana
28.	Dhanbad	Jharkhand	60.	Warangal	Telangana
29.	Deoghar	Jharkhand	61.	North Kolkata	West Bengal
30.	Belgaum	Karnataka	62.	Asansol	West Bengal
31.	Devangere	Karnataka	63.	Nadia	West Bengal
32.	Hassan	Karnataka	64.	Raiganj	West Bengal
