

GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS

LOK SABHA
UNSTARRED QUESTION NO.2633
TO BE ANSWERED ON 03.01.2018

PASSPORT SEVA KENDRAS

2633. SHRI BHEEMRAO B. PATIL:

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) the total number of Passport Seva Kendras (PSKs)/Passport Offices working in the country at present, State-wise;
- (b) whether the Government has prepared a plan to open at least one passport centre within a radius of 50 km. and if so, the details thereof;
- (c) whether the Government has announced the launch of 149 new Post Office Passport Seva Kendras (POPSKs) in the second phase recently;
- (d) if so, the details thereof and the time by which they are likely to be set up, State/UT-wise; and
- (e) the steps taken/being taken by the Government to provide quality service to the people in these PSKs?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS
[GEN. (DR) V. K. SINGH (RETD)]

(a) There are 37 Passport Offices (**Annexure-I**), 92 Passport Seva Kendras (PSK) (**Annexure-II**) and 59 Post Office Passport Seva Kendras (POPSK) (**Annexure-III**) functioning in the country as on 28 December, 2017.

(b) There will be 93 PSK and 236 POPSK functioning in the country after the operationalisation of all the POPSK announced in Phases I and II and the PSK at Siliguri (West Bengal) following which there will be 329 Passport Seva Kendras in the country. The Ministry of External Affairs 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 Government intends to open POPSK in the HPO in the country in such a manner that there is a Passport Office available within a radius of 50 km.

(c) & (d) Yes. The Government has announced the opening of 150 Post Office Passport Seva Kendras (POPSK) in Phase-II. The list is at **Annexure-IV**. The Ministry intends to complete the requisite formalities like preparation of sites, procurement of IT and non-IT equipment for setting up of these POPSK at the earliest.

(e) In recent years, the Ministry has made many quantitative and qualitative improvements in the delivery of passport services in the country. With the implementation of the Passport Seva Project, the Ministry

has been providing quality service to the people from the Passport Seva Kendras (PSK) and Post Office Passport Seva Kendras (POPSK) established with good amenities across the country in Public Private Partnership (PPP) mode. Under this system, the applicants are required to apply for their passports online, upload relevant documents, make the payment online through debit/credit card or State Bank of India (SBI) net banking/ SBI Challan, schedule an appointment and then visit the designated Passport Seva Kendra (PSK). A user friendly portal has been made available. When an applicant visits the PSK/ POPSK, an Electronic Queue Management System (EQMS) working on the principle of First-in First-out is available at all PSKs to monitor the flow of applicants. The applicants can track the status of their applications themselves through portal and also SMS services. In the current system of passport issuance, there is no manual intervention at any stage, and the complete process is digitally flown with re-engineered process through a single visit clearance.

LIST OF PASSPORT OFFICES

S. No.	State/UT	Location of Passport Office
1.	Andhra Pradesh	Visakhapatnam Vijayawada
2.	Assam*	Guwahati*
3.	Bihar	Patna
4.	Chandigarh UT**	Chandigarh
5.	Chhattisgarh	Raipur
6.	Delhi NCT***	Delhi
7.	Goa	Panaji
8.	Gujarat	Ahmedabad, Surat.
9.	Haryana	--
10.	Himachal Pradesh	Shimla
11.	Jammu & Kashmir	Jammu, Srinagar
12.	Jharkhand	Ranchi
13.	Karnataka	Bangalore
14.	Kerala	Thiruvananthapuram, Cochin, Kozhikode, Malappuram.
15.	Madhya Pradesh	Bhopal
16.	Maharashtra	Mumbai, Pune, Nagpur.
17.	Odisha	Bhubaneswar
18.	Punjab	Amritsar, Jalandhar.
19.	Rajasthan	Jaipur
20.	Tamil Nadu	Chennai, Trichy, Madurai, Coimbatore.
21.	Telangana	Hyderabad
22.	Uttar Pradesh	Lucknow, Bareilly, Ghaziabad.
23.	Uttarakhand	Dehradun
24.	West Bengal@	Kolkata
TOTAL		37

* 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.

ANNEXURE-II

STATE-WISE LIST OF PASSPORT SEVA KENDRAS (PSKs)

S. No.	State/UT	No. of PSKs	Location of PSKs
1.	Andhra Pradesh	4	Vijayawada, Tirupati, Visakhapatnam, Bhimavaram
2.	Arunachal Pradesh	1	Itanagar
3.	Assam*	1	Guwahati
4.	Bihar	2	Patna, Darbhanga
5.	Chandigarh UT**	1	Chandigarh
6.	Chhattisgarh	1	Raipur
7.	Delhi NCT***	3	Herald House, Shalimar Place, Bhikaji Cama Place
8.	Goa	1	Panaji
9.	Gujarat	5	Ahmedabad I& II, Vadodara, Rajkot, Surat.
10.	Haryana	2	Ambala, Gurgaon.
11.	Himachal Pradesh	1	Shimla
12.	Jammu & Kashmir	2	Jammu, Srinagar
13.	Jharkhand	1	Ranchi
14.	Karnataka	5	Bangalore I & II, Hubli, Mangalore, Kalaburagi.
15.	Kerala	13	Thiruvananthapuram, Thiruvananthapuram (Rural), Kollam, Cochin, Ernakulam Rural, Alapuzha, Kottayam, Malappuram, Thrissur, Kozhikode I & II, Kannur I & II.
16.	Madhya Pradesh	2	Bhopal, Indore
17.	Maharashtra	8	Mumbai I, II & III, Pune, Nagpur, Thane, Nashik, Solapur.
18.	Manipur	1	Imphal
19.	Meghalaya	1	Shillong
20.	Mizoram	1	Aizawl
21.	Nagaland	1	Dimapur
22.	Odisha	1	Bhubaneswar
23.	Puducherry	1	Puducherry
24.	Punjab	5	Amritsar, Ludhiana, Jalandhar I & II, Hoshiarpur.
25.	Rajasthan	4	Jaipur, Jodhpur, Sikar, Udaipur
26.	Sikkim	1	Gangtok
27.	Tamil Nadu	8	Chennai I, II & III, Trichy, Thanjavur, Madurai, Tirunelveli, Coimbatore,
28.	Telangana	5	Hyderabad I, II & III, Nizamabad, Karimnagar
29.	Tripura	1	Agartala
30.	Uttar Pradesh	6	Lucknow, Varanasi, Kanpur, Gorakhpur, Bareilly, Ghaziabad.
31.	Uttarakhand	1	Dehradun
32.	West Bengal	2	Kolkata, Berhampore.
	TOTAL	92	

* RPO Guwahati covers five other North-Eastern States also at present.

**RPO Chandigarh covers parts of Punjab and Haryana.

***RPO Delhi covers parts of Haryana.

@RPO Kolkata covers Sikkim and Tripura.

Annexure-III

List of Functional POPSKs

S.No.	State/UT	Locations	Passport Office
1	Andhra Pradesh	Kadappa	Vishakhapatnam
2	Andhra Pradesh	Kurnool	Vishakhapatnam
3	Andhra Pradesh	Nellore	Vishakhapatnam
4	Assam	Silchar	Guwahati
5	Bihar	Muzaffarpur	Patna
6	Bihar	Purnea	Patna
7	Bihar	Bhagalpur	Patna
8	Bihar	Siwan	Patna
9	Bihar	Bettiah	Patna
10	Chattisgarh	Surguja	Raipur
11	Dadar & Nagar Haveli	Silvasa	Mumbai
12	Daman	Daman	Mumbai
13	Gujarat	Dahod	Ahmedabad
14	Gujarat	Palanpur	Ahmedabad
15	Gujarat	Bhuj	Ahmedabad
16	Haryana	Karnal	Chandigarh
17	Haryana	Hisar	Chandigarh
18	Haryana	Faridabad	Delhi
19	Himachal Pradesh	Palampur	Shimla
20	Himachal Pradesh	Hamirpur	Shimla
21	Jammu & Kashmir	Udhampur	Jammu
22	Jammu & Kashmir	Leh	Srinagar
23	Jharkhand	Jamshedpur	Ranchi
24	Jharkhand	Deoghar	Ranchi
25	Karnataka	Mysuru	Bangalore
26	Kerala	Pathanamthitta	Trivandrum
27	Kerala	Kasargod	Kozhikode
28	Lakshadweep	Kavaratti	Cochin
29	Madhya Pradesh	Vidisha	Bhopal
30	Madhya Pradesh	Satna	Bhopal
31	Madhya Pradesh	Jabalpur	Bhopal
32	Madhya Pradesh	Gwalior	Bhopal
33	Maharastra	Kolhapur	Pune
34	Maharastra	Aurangabad	Mumbai
35	Maharastra	Pimpri Chinchwad	Pune
36	Odisha	Rourkela	Bhubaneshwar
37	Odisha	Sambalpur	Bhubaneshwar
38	Odisha	Koraput	Bhubaneshwar
39	Punjab	Bathinda	Chandigarh
40	Punjab	Patiala	Chandigarh
41	Rajasthan	Kota	Jaipur
42	Rajasthan	Bikaner	Jaipur
43	Rajasthan	Jhunjhunu	Jaipur
44	Rajasthan	Jaisalmer	Jaipur
45	Rajasthan	Jhalawar	Jaipur
46	Tamil Nadu	Salem	Coimbatore
47	Tamil Nadu	Vellore	Chennai
48	Telangana	Mehbubnagar	Hyderabad

49	Telangana	Warangal/ Hanamkonda	Hyderabad
50	Uttar Pradesh	Jhansi	Lucknow
51	Uttar Pradesh	Pilibhit	Bareilly
52	Uttar Pradesh	Ghazipur	Lucknow
53	Uttar Pradesh	Ayodhya/ Faizabad	Lucknow
54	Uttar Pradesh	Allahabad	Lucknow
55	Uttar Pradesh	Deoria	Lucknow
56	West Bengal	Asansol	Kolkata
57	West Bengal	Raiganj	Kolkata
58	West Bengal	Beadon Street	Kolkata
59	West Bengal	Krishnanagar	Kolkata

STATE-WISE LIST OF POPSK – PHASE II

S. No.	State/UT	Place	Total number of POPSK to be opened -Phase II
1	Andhra Pradesh	Anantpur, Chittoor, Guntur, Krishna, Ongole, Rajamundry, Srikakulam	7
2	Arunachal Pradesh	Changlang, Tirap	2
3	Assam	Dhubri, Dibrugarh, Goalpara, Karbi Anglong, Kokrajhar, Mangaldoi, North Lakhim Pur, Sonitpur, Tinsukia.	9
4	Bihar	Begusarai, Buxar, East Champaran, Gaya, Madhubani, Samastipur, Supaul, Munger, Navada.	9
5	Chattisgarh	Durg, Rajnandgaon	2
6	Gujarat	Anand, Bharuch, Bhavnagar, Jamnagar, Junagarh, Kheda, Navsari, Valsad.	8
7	Haryana	Bhiwani, Kaithal, Narnaul, Panipat, Rohtak, Sonapat, Yamunanagar.	7
8	Himachal Pradesh	Kangra, Mandi, Una.	3
9	J & K	Anantnag, Baramula, Kathua.	3
10	Jharkhand	Bokaro, Hazaribagh, Medininagar.	3
11	Karnataka	Bellary, Bidar, Raichur, Shivamogga, Tumakuru, Udipi, Vijayapur.	7
12	Kerala	Chengannur, Idukki	2
13	Madhya Pradesh	Balaghat, Chhindwara, Damoh, Dewas, Hoshangabad, Sehore, Sidhi, Ujjain, Betul, Shivni.	10
14	Maharashtra	Ahmednagar, Jalna, Latur, Pandharpur, Sangli, Sindhudurg, Wardha, Navi Mumbai, Dombivali, Panvel, Nanded.	11
15	Meghalaya	Baghmara, Tura	2
16	Odisha	Balasore, Berhampur(Ganjam),	3

		Bhawanipatna (Kalahandi).	
17	Punjab	Moga,Sangrur, Tarn Taran, SBS Nagar (Nawan Shahar), Phagwara	5
18	Puducherry	Karaikal	1
19	Rajasthan	Ajmer, Churu, Dungarpur, Hanumangarh, Karauli-Dhaulpur, Nagaur, Sriganganagar, Alwar, Chittorgarh, Banswara, Pali.	11
20	Tamilnadu	Cuddalore, Dindigul, Namakkal, Perambalur, Pudukkottai, Ramanathapuram, Sivaganga, Tiruppur, Viluppuram, Virudhunagar, Kanyakumari(N).	11
21	Telangana	Adilabad, Medak, Khammam, Siddipet, Nalgonda.,	5
22	Uttarakhand	Pauri, Roorkee, Rudrapur.	3
23	Uttar Pradesh	Aligarh, Amethi, Azamgarh, Bahraich, Ballia, Balrampur, Barabanki, Basti, Gonda, Jaunpur, Kushinagar, Mau, Sitapur, Muradabad, Pratapgarh, Rae Bareli, Rampur, Saharanpur, Unnao.	19
24	West Bengal	Bardhman, Barrackpore, Darjeeling, Malda.	4
25	Delhi	Krishna Nagar, Lodhi Road, Saket	3
		Total	150
