

GOVERNMENT OF INDIA  
MINISTRY OF EXTERNAL AFFAIRS

**LOK SABHA**  
**UNSTARRED QUESTION NO.2661**  
TO BE ANSWERED ON 03.01.2018

**INTERVIEW FOR PASSPORTS**

**2661. SHRI T. RADHAKRISHNAN:**

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) whether it is a fact that a large number of persons are called for issuing the passport at one time and are made to wait for hours, resulting in lot of inconvenience and harassment in particular to women, children and senior citizens;
- (b) if so, the details thereof and the reasons therefor; and
- (c) the corrective measures taken/being taken by the Government in this regard?

**ANSWER**

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

(a) to (c) 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 PSK or POPSK. 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 PSK/ POPSK to monitor the flow of applicants. The PSK provides a comfortable ambience and amenities including photocopying, food kiosks, public phone booths, and baby care in an air-conditioned waiting lounge. The number of public dealing counters and the public dealing hours have been increased in the new system. Senior Citizens and Divyang applicants are given priority tokens in the PSK. There is provision for separate service queue for them and they are provided with a special facilitatory token which enables them to get priority and expeditious service at all counters. This special dispensation is also extended to the sick and women applicants with infants as also applicants with special needs.

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.

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