

**GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS**

**LOK SABHA
UNSTARRED QUESTION NO.848
TO BE ANSWERED ON 26.06.2019**

ISSUANCE OF PASSPORTS

848. SHRI MOHANBHAI KALYANJI KUNDARIYA:

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) whether the work of issuing fresh passports or re-issue of passports in Gujarat is being delayed without any reason and the passports are not being issued on time;**
- (b) if so, the details thereof and the reasons therefor;**
- (c) the number of applications received at passport office and Passport Seva Kendra for issuance of fresh passports and re-issue of passports, district-wise;**
- (d) the number of applications lying pending for more than three months at present, district-wise; and**
- (e) the time by which the said pendency is likely to be cleared?**

ANSWER

**THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS
[SHRI V. MURALEEDHARAN]**

(a) & (b) In its Citizens' Charter, the Ministry is committed to issue a fresh passport in 'Normal' Category within 30 working days (excluding PV). In case of re-issue of an ordinary passport, the Ministry is committed to issue it within 7 working days in cases where pre-police verification is not required and within 30 working days (excluding PV) in cases where PV is required.

The average time taken to issue a passport during January-May 2019 by Passport Office (PO), Ahmedabad, is 10 days (excluding PV) in 'Normal' Category and 2 days in 'Tatkaal' Category. The average time taken to issue a passport by PO, Surat, during the same period is 12 days (excluding PV) in 'Normal' Category and 1 day in 'Tatkaal' Category.

Thus, while there is no delay in issuing fresh passports or re-issue of passports in Gujarat, at times, the process of issuance of passports get might delayed due to the following reasons:

- i. Late receipt of police verification reports;**
- ii. Receipt of incomplete police reports; and**
- iii. Late submission of requisite documents by the applicants.**

(c) During the previous year 2018, the total number of applications received for passports in Gujarat were 8,83,560 out of which, services were rendered for 8,67,081 applications. During the period January-May 2019, the total number of applications received for passports in Gujarat were 3,41,472 against which services were rendered for 3,52,183 applications. The number of applications processed in 2019 is higher than the number of applications during this period since some of the applications received in 2018 were processed in 2019.

There are two Passport Offices in Gujarat at Ahmedabad and Surat. The district-wise number of passport applications received at the Passport Seva Kendras under these two Passport Offices during 2018 and during the period January-May, 2019 is at Annexure-I.

(d) The district-wise pending passport applications submitted in the two Passport Offices at Ahmedabad and Surat till 31 May, 2019, is at Annexure-II.

(e) In order to clear the pending files, the Passport Offices in Gujarat have taken several steps. The Passport Offices have expedited the printing and dispatch processes for the passports. Passports Adalats are being organized at regular intervals for the benefit of the applicants who have also been requested to provide the documents in the absence of which the passport applications could not be further processed. At the same time, the Police are being urged to expedite the PV process of the applicants so that the passports could be issued at the earliest.

Annexure-I

Applications Received in Gujarat - District Wise			
Sl.No.	District Name	Passport Applications Received in Jan - Dec 2018	Passport Applications Received in Jan - May 2019
1	Ahmedabad	2,07,086	83,925
2	Amreli	8,070	3,677
3	Anand	33,664	15,062
4	Arvalli	4,071	1,637
5	Banaskantha	15,857	5,735
6	Bharuch	29,156	11,254
7	Bhavnagar	19,664	7,741
8	Botad	2,352	868
9	Chhotaudepur	1,970	790
10	Dahod	5,686	2,098
11	Dang	219	61
12	Devbhumi Dwarka	6,082	2,641
13	Gandhinagar	32,263	12,777
14	Gir Somnath	8,877	3,121
15	Jamnagar	19,487	7,107
16	Junagadh	13,863	4,853
17	Kheda	20,277	8,528
18	Kutch	32,722	12,746
19	Mahisagar	3,433	1,351
20	Mehsana	35,193	13,366
21	Morbi	12,921	4,499
22	Narmada	1,338	540
23	Navsari	21,555	7,958
24	Panchmahal	10,281	3,753
25	Patan	10,434	4,266
26	Porbandar	7,089	2,954
27	Rajkot	52,193	19,264
28	Sabarkantha	10,176	4,567
29	Surat	1,39,595	48,067
30	Surendranagar	8,234	3,407
31	Tapi (Vyara)	3,085	1,151
32	Vadodara	84,570	34,229
33	Valsad	22,097	7,479
	Total	8,83,560	3,41,472

**DISTRICT WISE PENDENCY OF PASSPORT APPLICATIONS RECEIVED IN GUJARAT TILL
31.05.2019 AND PENDING AS ON 31.05.2019**

Sl. No.	District Name	Files Pending for Less than 3 months			Files Pending for More than 3 Months		
		At Applicant	With RPO	With Police	At Applicant	With RPO	With Police
1	Ahmedabad	505	2,098	5,187	695	272	28
2	Amreli	12	392	76	47	14	-
3	Anand	40	946	884	129	160	11
4	Arvalli	9	72	57	20	12	2
5	Banaskantha	12	481	260	144	59	1
6	Bharuch	50	500	352	132	103	4
7	Bhavnagar	22	593	234	94	41	1
8	Botad	4	34	24	10	3	-
9	Chhotaudepur	9	51	41	12	1	-
10	Dahod	4	205	74	51	29	7
11	Dang	2	-	-	2	-	-
12	Devbhumi Dwarka	6	93	116	40	25	-
13	Gandhinagar	66	749	589	173	75	7
14	Gir Somnath	10	182	155	100	35	2
15	Jamnagar	47	441	267	165	55	2
16	Junagadh	11	254	365	84	31	4
17	Kheda	13	573	240	102	129	1
18	Kutch	59	887	284	337	150	6
19	Mahisagar	6	66	186	14	8	-
20	Mehsana	55	676	427	185	113	4
21	Morbi	20	145	215	56	4	1
22	Narmada	6	4	32	9	9	-
23	Navsari	84	537	396	90	64	4
24	Panchmahal	23	294	98	56	14	1
25	Patan	42	536	92	181	51	1
26	Porbandar	11	250	42	64	24	2
27	Rajkot	124	570	807	390	39	2
28	Sabarkantha	22	298	265	69	31	5
29	Surat	1,644	655	3,131	1,062	330	52
30	Surendranagar	11	242	70	72	13	-
31	Tapi (Vyara)	19	53	86	19	7	-
32	Vadodara	132	541	1,803	218	108	8
33	Valsad	83	407	249	202	104	3
	Total	3,163	13,825	17,104	5,024	2,113	159
