

GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS

LOK SABHA
STARRED QUESTION NO. 244
ANSWERED ON 17.03.2023

Slots for Passport Appointments

***244. Shri Gurjeet Singh Aujla**

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) whether the Government has taken note that Amritsar Regional Passport Office and Passport Sewa Kendra are failing to cater to the needs of the applicants due to lack of appointment slots in both normal and tatkal modes and if so, the details thereof;
- (b) whether the passport portal for Amritsar RPO and PSK works only for a few seconds at 9:30AM and 5:00PM for appointment taking and fee deposit and if so, the details thereof;
- (c) whether the Government has any proposal to enhance the capacity and depute more staff enhancing slots, if so, the details thereof; and
- (d) whether the Government received any communication to enhance this capacity from RPO and or from the officials of private company acting as front end of PSK and if so, the details thereof?

ANSWER

MINISTER FOR EXTERNAL AFFAIRS
(DR. SUBRAHMANYAM JAISHANKAR)

(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. 244 REGARDING “SLOTS FOR PASSPORT
APPOINTMENTS” FOR ANSWER ON 17/03/2023**

(a to d): There has been consistent increase in demand for passport and related services across the country including at Amritsar Regional Passport Office (RPO) and Passport Seva Kendra (PSK) Amritsar. Post Covid-19, the demand for these services has almost doubled due to backlog of 2020 and 2021.

The passport website/portal is hosted on a unified platform running a centralised database and application, running 24 by 7, catering to 36 Passport Offices, 93 Passport Seva Kendras, 430 Post Office Passport Seva Kendras (POPSKs) and more than 180 Indian Missions/Posts abroad, including the RPO/PSK Amritsar. Around 65000 applicants are booking appointments at various PSKs/POPSKs across the country every day, including 1230 appointments at Amritsar.

The Government is continuously monitoring the demand for passport services and has taken various measures including enhancing the capacity of the PSK Amritsar, such as increasing the number of slots/batches, as well as extended working hours during the day. Eight (8) additional staff have been provided to RPO Amritsar: 4 during 2021-22 and 4 in the current year.
