

GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS
LOK SABHA
UNSTARRED QUESTION NO-2687
ANSWERED ON- 04/08/2023

POOR PASSPORT SERVICES

2687. SHRI JASBIR SINGH GILL
SHRI GURJEET SINGH AUJLA

Will the Minister of EXTERNAL AFFAIRS be pleased to state :-

- (a) whether the Government has taken note that due to poor passport services at Amritsar and other RPOs/PSKs of Punjab thousands of Indian citizens are suffering and if so, the details thereof along with the number of days are taken by RPO to issue Passport after filling of application;
- (b) whether the Government has any proposal to enhance PSKs in Punjab including Amritsar, Tarn Taran & Ferozepur to provide better passport services in the State and if so, the details thereof;
- (c) whether Government is aware of the fact that delayed services, long waiting in passport appointments etc. has created a huge corruption network in RPOs and PSKs and if so, the details thereof; and
- (d) the steps taken by the Government to cut down passport issuing delay and pendency in Punjab?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS

(SHRI V. MURALEEDHARAN)

(a to d) There are 06 Passport Seva Kendras (PSKs) and 09 Post Office Passport Seva Kendras (POPSKs) currently functioning under 03 Regional Passport Offices (RPOs) in the State of Punjab. The facilities and amenities at these PSKs/POPSKs are similar to other PSKs and POPSKs across the country.

The demand for passport services across India, including in Punjab, has increased significantly including due to backlog caused by the Covid pandemic. Some of the measures taken by the Ministry to address this include opening of PSKs/POPSKs on Saturdays, creating additional passport processing counters (Camp PSKs) at Passport Offices, as well as releasing additional appointments daily. Deployment of additional personnel and cross-granting practices have also been used to expedite passport issue.
