

GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS
LOK SABHA
UNSTARRED QUESTION NO- 2197
ANSWERED ON- 15/12/2023

CORRECTIONS IN PASSPORTS

†2197. DR. BHARATIBEN DHIRUBHAI SHIYAL

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

(a) whether there is a delay of months together in issuance of passport in Ahmedabad Passport Regional Office and the same is not being communicated by the department to the applicants through phone, e-mail or other means;

(b) if so, the corrective steps proposed to be taken by the Government in this regard;

(c) whether entry of the applicants into the passport office is prohibited to even make correction in their applications/documents or to get any update in this regard and if so, the details thereof;

(d) whether the Government proposes to allow such passport applicants to approach any particular counter to make any required corrections in their applications and if so, the details thereof; and

(e) if not, the reasons therefor?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS

(SHRI V. MURALEEDHARAN)

(a to e) The backlog of passport applications accumulated during 2020 and 2021 due to the impact of Covid-19 had increased the demand of passport related services all over India, including at RPO, Ahmedabad, during 2022 as well as 2023. However, status of the application can be tracked by applicants from the passport website (www.passportindia.gov.in) using their login credentials. It can also be enquired from the helpline over phone, through e-mail to the RPO or through social media. Various measures like release of appointments through Saturday special drive and Camp PSK and processing the applications through additional manpower provided by the Ministry or through cross-granting are being taken to expedite the issuance of passports.

Entry of applicants into the Passport Office is not prohibited to make any correction in their documents or to get any updates. If any correction is needed after submission of the application, applicant can visit enquiry counter in the RPO concerned either by scheduling an appointment online or walk-in.
