

**GOVERNMENT OF INDIA  
MINISTRY OF EXTERNAL AFFAIRS**

**LOK SABHA  
UNSTARRED QUESTION NO.5056  
TO BE ANSWERED ON 01.04.2022**

**SHORTAGE OF STAFF IN PASSPORT OFFICES**

5056. SHRI HIBI EDEN :

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) the total number of passport offices in the country and number of employees working therein indicating the number of approved posts and vacancies under various categories, State-wise;
- (b) whether the Government has taken any remedial measures to fill up these vacancies, if so, details thereof and if not, reasons therefor;
- (c) whether there is an increase in number of applications seeking PCC, passport, under the jurisdiction of Regional Passport Office (RPO) Kochi, if so, the details thereof during the last three years, year-wise;
- (d) whether the Government has noticed that there is continued shortage of staff at various levels in RPO, Kochi, if so, the details thereof including the number of approved posts and number of vacancies under various categories; and
- (e) whether the Government has records of awardees under the category 'best passport office', if so, the details of winners during the last ten years?

**ANSWER**

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

(a) There are 36 Passport Offices in India. The sanctioned strength of Central Passport Organisation is 2741 and the actual working strength of the Central Passport Organisation (CPO) Cadre as on 01.03.2022 is 1723. The Sanctioned and Working strength of Employees at different levels in Passport Offices (State/UT-wise) as on 01.03.2022 is at Annexure -A.

(b) The Government has taken the following measures to fill up the existing vacancies at the Passport Offices:

Regular placement of indents for recruitment of Office Assistants (MTS), Junior Passport Assistants, Assistant Superintendents, Junior Translation Officers and Stenographers with Staff Selection Commission (SSC). 395 posts at various levels have been indented to SSC. 92 dossiers have been received recently from Staff Selection Commission.

Ministry has also hired 347 Data Entry Operators (DEOs) and 51 Multi Tasking Staffs (MTSs) from an Outsourced Agency as an interim measure against the vacant non-Gazetted posts for smooth functioning of the

## Passport Offices.

To fill up the existing vacancies at various grades in the CPO, regular meetings of the Department Promotion Committees (DPCs) have been held for the promotion of eligible officials to the next grade.

Appointing officers on deputation basis as per Recruitment Rules of Deputy Passport Officer and Passport Officer.

(c) There has not been any increase in the number of applications seeking PCC, Passports at the Regional Passport Office, Cochin. The total number of applications received for PCC and passports at the Regional Passport Office, Cochin for the last three years is as under:

Year	Total Applications Received (Passport PCC, Surrender Certificate etc.)	PCC Issued	Passports Issued
2019	5,35,909	47,726	4,80,873
2020	2,90,244	26,565	2,67,274
2021	4,22,770	46,352	3,67,890

(d) There is shortage of manpower across the Regional Passport Offices due to the difference between the sanctioned strength (SS) and actual working strength (WS) in the Central Passport Organisation. At present the sanctioned and the working strength of Regional Passport Office, Cochin at different levels is as under:

Group 'A' (Gazetted)		Group 'B' (Gazetted)		Group 'B' (non-Gazetted) and Group 'C'	
SS	WS	SS	WS	SS	WS
10	6	24	19	81	24

Recently, 92 dossiers of Junior Passport Assistants (Group 'C') were received from the Staff Selection Commission (SSC) for appointment in the Central Passport Organisation, out of which ten appointment letters have been issued for the Regional Passport Office, Cochin. RPO Cochin has also engaged 10 Data Entry Operators from the Outsourced Agency to ease the pressure of shortage of staff.

(e) The Government has started awarding the 'Best Passport Office' awards since 2015. The details of winners are as under:

Year	Passport Office
2015	Cochin
2016	Cochin
2017	Cochin
2018	Thiruvananthapuram
2019	Jalandhar
2020	Jalandhar
2021	Cochin

**Annexure -A**

**Sanctioned Strength (SS) and Working Strength (WS) of  
Employees at different levels in Passport Offices (State/UT-wise)  
as on 01.03.2022**

Sl.No	States/Union Territories (Passport Offices)	Group 'A' (Gazetted)		Group 'B' (Gazetted)		Group 'B' (non-Gazetted) and Group 'C;	
		SS	WS	SS	WS	SS	WS
1	Andhra Pradesh (Vijayawada and Visakhapatnam)	7	5	21	24	69	44
2	Assam (Guwahati)	2	3	5	3	28	25
3	Bihar (Patna)	6	3	14	16	49	38
4	Chandigarh	10	5	27	9	93	44
5	Chhattisgarh (Raipur)	2	2	4	2	15	13
6	Delhi	24	8	31	22	145	97
7	Goa (Panaji)	2	2	5	4	19	17
8	Gujarat (Ahmedabad, Surat)	13	12	40	20	132	80
9	Himachal Pradesh (Shimla)	2	2	4	3	14	9
10	Jammu and Kashmir (Jammu and Srinagar)	5	5	12	3	39	36
11	Jharkhand (Ranchi)	2	1	5	6	19	17
12	Karnataka (Bengaluru)	13	14	35	18	120	39
13	Kerala (Cochin, Kozhikode and Thiruvananthapuram)	26	21	66	50	218	87
14	Madhya Pradesh (Bhopal)	3	8	9	6	34	33
15	Maharashtra (Mumbai, Nagpur and Pune)	26	15	65	31	218	106
16	Odisha (Bhubaneswar)	2	2	7	6	24	9
17	Punjab (Amritsar and Jalandhar)	10	6	26	10	84	56
18	Rajasthan (Jaipur)	7	3	18	14	55	38
19	Tamil Nadu (Chennai, Coimbatore, Madurai and Tiruchirappalli)	22	16	59	45	199	119
20	Telangana (Hyderabad)	11	11	30	21	102	61
21	Uttar Pradesh (Bareilly, Ghaziabad and Lucknow)	19	11	54	36	175	146
22	Uttarakhand (Dehradun)	2	4	5	3	20	10
23	West Bengal (Kolkata)	10	9	23	11	79	68
	<b>Total</b>	<b>226</b>	<b>168</b>	<b>565</b>	<b>363</b>	<b>1950</b>	<b>1192</b>

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