

**GOVERNMENT OF INDIA  
MINISTRY OF EXTERNAL AFFAIRS  
LOK SABHA  
UNSTARRED QUESTION NO-3357  
TO BE ANSWERED ON 05/08/2022**

**PASSPORT ISSUING PROCESS**

**†3357. SHRI SADASHIV KISAN LOKHANDE**

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) whether the Government has taken any steps to make passport issuing process transparent and simple and flawless and if so, the details thereof;
- (b) whether the Government has received any complaints against persons/touts in making passports by providing wrong addresses;
- (c) if so, the number of such cases that came to the notice of the Government during the last three years and the current year; and
- (d) the action taken/being taken by the Government against such persons/touts and to check such activities?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS

(SHRI V. MURALEEDHARAN)

(a) Yes. The Ministry has simplified the passport issuing process. The end to end application submission has been made online including payment of fee and scheduling of appointments etc. The Passport portal ([www.passportindia.gov.in](http://www.passportindia.gov.in)) is accessible to anyone, from anywhere and anytime in India. For Citizens living abroad, Ministry has also launched another portal [embassy.passportindia.gov.in](http://embassy.passportindia.gov.in) for submission online applications. As on date 178 Missions/Posts abroad have been integrated with passport seva system. Citizens can also apply, pay and schedule appointments for passport services on mPassportSeva Mobile App, and do not require access to a computer and printer to apply for passport services. Ministry's mPassport Police App is being used by Police authorities for verification of antecedents' of the applicant in a paperless digital flow. Further, DigiLocker has been successfully integrated with the PSP system enabling citizens to submit various documents required for passport services through DigiLocker in a paperless mode. The Ministry has also taken a number of steps to simplify passport policy and rules making it easier for the citizens to apply and get a passport.

(b) & (c) The year-wise details of cases came to the notice of the Government are as follows:

YEAR	Number of Passport obtained with wrong address	Action taken
2019	NIL	NIL
2020	111	IMPOUNDED/REVOKED
2021	158	IMPOUNDED/REVOKED
Up to July, 2022	54	IMPOUNDED/REVOKED
Total = 323		

(d) Legal action has been taken by local police in the above mentioned cases against the touts/agents involved. Further, Special Police drives are carried out against the touts/agents. Public Notices are also issued on regular basis and circulated on Social Media advising applicants to be careful against such touts / agents. Standees / display boards have also been kept in Passport Offices to spread information on such activities of agents/touts.

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