

GOVERNMENT OF INDIA

MINISTRY OF EXTERNAL AFFAIRS

LOK SABHA

UNSTARRED QUESTION NO- 4368

ANSWERED ON- 20/12/2024

PASSPORT SEVA KENDRA IN KERALA

4368. SHRI RAJMOHAN UNNITHAN

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

(a) whether it is a fact that there is no adequate seating or other facilities for people who need passports including infants and elderly people in Passport Seva Kendra which operates in Payyannur and Kasargod Head Post Office in the State of Kerala;

(b) if so, the details thereof alongwith the response of the Government in this regard;

(c) whether necessary intervention has been taken by MEA to solve this problem by shifting the Passport Seva Kendra to another convenient place or additional facilities being arranged in these centres; and

(d) if so, the details thereof and if not, the reasons therefor?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS

(SHRI KIRTI VARDHAN SINGH)

(a to d) Adequate seating arrangements and other required facilities are available at the Passport Seva Kendra (PSK) in Payyanur and the Post Office Passport Seva Kendra (POPSK) in Kasaragod. A total of 570 and 90 appointments are being released daily at PSK Payyanur and POPSK Kasaragod respectively and the appointment is available within 2 - 4 working days, at both these locations. Appointments for PSK /POPSK are released in a slot-based system. Each slot accommodates a specified number of applicants, ensuring a manageable flow of people at any given time. Hence, adequate seating arrangements and other facilities have accordingly been made available to applicants. In view of this, there is no plan to shift the PSK Payyanur and POPSK Kasaragod to another location.
