GOVERNMENT OF INDIA

MINISTRY OF EXTERNAL AFFAIRS

LOK SABHA

UNSTARRED QUESTION NO- 740

ANSWERED ON- 29/11/2024

PASSPORT SEWA KENDRAS (PSKs)

†740. DR. MANNA LAL RAWAT

SHRI BRIJMOHAN AGRAWAL

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

(a) the number of Passport Sewa Kendras (PSKs) opened/functioning in the country during the years 2014-24 including the funds allocated for the same, year-wise and State-wise including Chhattisgarh and Rajasthan;

(b) the number of passport applications pending during the said period across the country, State-wise including Rajasthan;

(c) the corrective measures taken/proposed to be taken by the Government to clear the applications in a timebound manner;

(d) whether the Government has any proposal to open more Passport Sewa Kendras in Chhattisgarh particularly in Raipur Lok Sabha constituency and if so, the details thereof alongwith the funds allocated therefor;

(e) whether the Government has any proposal to upgrade the PSK operating in Udaipur to a Regional Passport Office and if so, the details thereof; and

(f) whether the Government has any proposal of issuing passports on urgent basis for the convenience of students and if so, the details thereof?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS

(SHRI KIRTI VARDHAN SINGH)

(a) There are total 93 Passport Sewa Kendras (PSKs) and 442 Post Office Passport Sewa Kendras (POPSKs) opened/functional in India. The setting up of PSKs/POPSKs State-wise and year-wise is given in Annexure I. Budget Estimates allocated for 2024-25 in respect of passport related activities is 924.13 Crores. This includes service charges to be paid to TCS, Department of Posts, State/UT Governments, STC, ISP Nashik and expenditure related to 37 RPOs.

(b) Pendency in issuance of Passports is maintained RPO wise. List of Pendency is attached at Annexure-II.

(c) Due to the rise in demand, the Ministry has been working continuously to speed up passport issuance and meet high or seasonal demand for Passport by taking various steps including increasing the

number of daily appointments and organising special drives on weekends. Staff from Ministry and other RPOs is also being deployed to clear the pendency as part of the special drive.

The Government has simplified the passport issuance process in several ways. To streamline, liberalise and ease the process of passport issuance, the Ministry has taken several steps to simplify passport policy, benefiting citizens of India in applying for and obtaining a passport. The passport portal (www.passportindia.gov.in) is user friendly, accessible to anyone, from anywhere and anytime in India. An applicant can apply for passport from anywhere in India. This citizen-friendly initiative has enabled applicants to choose the Passport Office (PO) and thus the desired PSKs/POPSKs under the Regional Passport Office (RPO) where they wish to submit their application, irrespective of whether the present residential address specified in the application form lies within the jurisdiction of the selected RPO or not. Citizens can also apply, pay and schedule appointments for passport services on mPassportSeva mobile app, and do not require access of computer and printer to apply for passport services. The mPassport Seva mobile app enables users to apply, pay and schedule appointments for passport services. It also provides passport related information, including the location of PSKs/POPSKs, applicable fees,

submission methods and tracking of passport application status on a smart phone. Ministry's mPassport Police App is being used by the Police authorities for verification of antecedents of the applicants in a paperless digital flow.

Further, DigiLocker has been successfully integrated with the Passport Seva Programme (PSP) system enabling citizens to submit various documents required for passport services through DigiLocker in a paperless mode. For speedy issue of Passport there is a 'Tatkal Scheme'. In order to make passport issuance process more inclusive, for the transgender community, the Government has issued guidelines to accept Certificate of Identity/Identity Card, issued under the Transgender Persons (Protection of Rights) Act, 2019 for the purpose of change of name and gender in passport following change of gender from male to female or vice versa.

(d) There is a PSK/ POPSK in each Lok Sabha Constituency (LSC) of Chhattisgarh except Mahasamund LSC, where no space has been provided by the Department of Posts (DoP) till date. An amount of Rs 3 Lakhs is paid for establishment of each POPSK to DoP by the Ministry from its sanctioned budget grant.

(e) The Ministry is in close consultation with relevant stakeholders on upgradation of Passport Sewa Kendra (PSK), Udaipur into a full-fledged

Passport Sewa Kendra (PSK) and relocating it to a new site with up-graded and enhanced facilities.

(f) For faster passport services to students, they can also apply for passports under the Tatkaal category on payment of requisite fees and after fulfilling the required documents, faster issuance of passports is done for their convenience.

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List of PSKs / POPSKs Statewise & Yearwise

State & Union Territories	Year																					
	2014		2015		2016		2017		2018		2019		2020		2021		2022		2023		2024	
	PSKs	POPSKs	PSKs	POPSKs	PSKs	POPSKs	PSKs	POPSKs	PSKs	POPSKs	PSKs	POPSKs	PSKs	POPSKs	PSKs	POPSKs	PSKs	POPSKs	PSKs	POPSKs	PSKs	POPSKs
Andaman & Nicobar Island														1								
Andhra Pradesh	2				1			3		15		2										
Arunachal Pradesh					1					2												
Assam	1							1		11		3										
Bihar	1							5		11		17				1	1	1				
Chhattisgarh	1							1		4		2										2
Dadar & Nagar Haveli								1														

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State & Union Territories	2014		2015		2016		2017		2018		2019		2020		2021		2022		2023		2024	
	PS Ks	POPS Ks	PS Ks	PO PS Ks	PS Ks	PO PS Ks	PS Ks	PO PS Ks	PS Ks	PO PS Ks	PS Ks	PO PS Ks	PS Ks	PO PS Ks	PS Ks	PO PS Ks	PS Ks	PO PS Ks	PS Ks	PO PS Ks	PS Ks	PO PS Ks
Daman								1														
Delhi	4									4		1										
Goa	1									1												
Gujarat	5							3		17		3										
Haryana								3		7		1										
Himachal Pradesh	1							2		4												
Jammu & Kashmir	2							2		4												
Jharkhand	1							2		5		7								1		
Karnataka	4						1	1		11		11										
Kerala	13							2		3		2										
Lakshadweep								1														
Madhya Pradesh	1						1	4		8		5		1					1			3
Maharashr	7						1	3		14		20				1		1		1		1

State & Union Territories	2014		2015		2016		2017		2018		2019		2020		2021		2022		2023		2024	
	PSKs	POPSKs	PSKs	POPSKs	PSKs	POPSKs	PSKs	POPSKs	PSKs	POPSKs	PSKs	POPSKs	PSKs	POPSKs	PSKs	POPSKs	PSKs	POPSKs	PSKs	POPSKs	PSKs	POPSKs
a																						
Manipur			1									1										
Meghalaya			1							1												
Mizoram			1																			
Nagaland			1																			
Odisha	1							3		4		13										
Puducherry										1												
Punjab	7							2		3		4										
Rajasthan	3						1	5		11		8										
Tamil Nadu	8				1			2		8		19										
Telangana	5		1					2		5		7										
Tripura												1										
Uttar Pradesh	6							6		24		18								1		2

State & Union Territories	Year																					
	2014		2015		2016		2017		2018		2019		2020		2021		2022		2023		2024	
	PS Ks	POPS Ks	PS Ks	PO PS Ks	PS Ks	PO PS Ks	PS Ks	PO PS Ks	PS Ks	PO PS Ks	PS Ks	PO PS Ks	PS Ks	PO PS Ks	PS Ks	PO PS Ks	PS Ks	PO PS Ks	PS Ks	PO PS Ks	PS Ks	PO PS Ks
Uttarakhand	1									6												
West Bengal	2		2				1	4		11		25										
Grand Total	77	0	7	0	3	0	5	59	0	195	0	170	0	2	0	2	1	2	0	4	0	8

RPO wise Pendency (2014 - 31st October 2024)

RPO	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
CPV Delhi	167	275	436	107	49	141	112	49	7	91	6
Ahmedabad	6339	4586	1349	2440	9020	6162	3890	6966	4278	16818	3831
Amritsar	1363	740	18	19	1199	1861	55	1302	643	4796	1223
Bareilly	24474	17477	1756	3698	8508	19869	1851	12804	4882	12452	10666
Bengaluru	5289	1807	10913	12468	13215	5645	2609	4246	17597	10170	17851
Bhopal	2141	638	274	2402	1599	2343	1141	1888	460	871	1512
Bhubaneswar	636	59	16	170	7755	7135	2238	1746	3464	5067	5174
Chandigarh	6870	2974	4446	6278	13915	9854	3101	13912	3077	18710	7346
Chennai	11553	4279	2483	2265	3542	4452	1675	1054	1855	1749	2032
Cochin	370	598	285	127	143	233	97	155	844	627	462
Coimbatore	383	106	106	1082	457	178	282	436	455	2724	4822
Dehradun	584	480	2284	322	11403	3200	2161	1386	782	3183	1166
Delhi	17946	24199	15519	10388	17136	40805	17485	16902	7573	8745	3534
Ghaziabad	14339	7752	4834	8500	45912	9729	12118	17447	8095	21744	4576
Goa	289	553	41	51	172	72	26	40	39	28	126
Guwahati	2067	1304	576	393	3381	4381	566	1121	274	426	889

RPO	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Hyderabad	12785	3702	1702	770	638	2593	3145	11302	15044	5243	4674
Jaipur	4165	3873	2974	6313	5501	20630	4900	3812	2145	19200	7227
Jalandhar	913	181	69	80	2	2	2	97	234	3363	2631
Jammu	741	498	533	166	934	525	360	129	1022	1181	1619
Kolkata	18632	5151	1829	1863	3991	42053	1247	5529	7995	2180	3131
Kota*										1005	880
Kozhikode	385	205	116	518	148	107	77	115	372	156	128
Lucknow	4304	2590	2824	6574	21599	13638	4676	15999	3108	9513	14492
Madurai	7111	2255	292	397	1451	1307	952	1817	1963	1567	2184
Malappuram**	688	833	468	4	0						
Mumbai	7903	2444	1656	3879	16236	13555	3476	30091	2098	8230	7122
Nagpur	204	183	427	187	633	4270	3901	2618	1154	249	1793
Patna	16162	6339	11751	2447	44118	19741	3087	4847	269	2928	1461
Pune	1810	1040	893	9267	22638	6135	861	2482	544	1023	805
Raipur	166	54	155	388	2705	2317	680	571	215	1981	1929
Ranchi	37	314	212	449	2235	844	3630	375	287	2012	641
Shimla	60	29	20	779	615	274	16	49	4	348	1470
Srinagar	4001	831	687	560	768	843	1968	1041	4804	3286	1909
Surat	1013	2407	2673	342	8725	2751	306	690	801	3192	7214

RPO	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Thane***	2808	332	573	408	6						
Tiruchirappalli	1649	790	1515	1744	1231	831	321	314	876	1323	553
Trivandrum	398	101	165	340	463	109	62	1946	1481	6589	737
Vijayawada				2653	649	3824	1203	10735	7517	831	3700
Visakhapatnam	655	473	412	1132	1090	1045	117	7512	3147	1315	5404
Total	181400	102452	77282	91970	273782	253454	84394	183525	109405	184916	136920

* RPO Kota was inaugurated on 29th September 2023

** RPO Malappuram merged with RPO Kozhikode on 20th November 2017

*** RPO Thane merged with RPO Mumbai on 21st August 2017

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