

GOVERNMENT OF INDIA

MINISTRY OF EXTERNAL AFFAIRS

LOK SABHA

UNSTARRED QUESTION NO- 3562

ANSWERED ON- 21/03/2025

SERVER ISSUES IN PASSPORT SEVA KENDRA

3562. SMT. ROOPKUMARI CHOUDHARY

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

- (a) whether the Ministry is aware of the delays in Passport Seva Kendra (PSK) offices due to slow server issues, if so, the details thereof along with the steps taken/proposed to be taken to improve the efficiency of the system;**
- (b) the measures implemented by the Ministry to ensure better coordination and clarity among PSK staff, particularly for applicants who relocate to another State for employment purposes;**
- (c) the manner in which the Ministry plan to address complaints regarding non-cooperation and lack of clear guidelines at PSK offices;**
- (d) whether there is any initiative taken up by the Government to upgrade the digital infrastructure of PSK offices to reduce processing delays, if so, the details thereof; and**

(e) whether there are any specific guidelines for applicants who move to another State for work to ensure a smooth passport application or renewal process and if so, the details thereof?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS

(SHRI KIRTI VARDHAN SINGH)

(a) Ministry of External Affairs (MEA) is currently undertaking the process of migration from Passport Seva Programme V1.0 (PSP V1.0) to Passport Seva Programme V2.0 (PSP V2.0). This is being done in a phased manner since April 2024. The PSP V2.0 aims at providing the next level of citizen experiences using latest and upgraded technology for delivery of passport related services to the citizens in a speedy, convenient and transparent manner.

(b) From time to time, MEA issues guidelines and instructions to Passport Offices and Passport Seva Kendras including Post Office Passport Seva Kendras to ensure smooth coordination at functional level. Frequent review meetings are also held with them to ensure smooth functioning of Passport Services and also for better coordination among various levels of staff members.

(c) The complaints and public grievances are always accorded highest priority and those grievances received through different modes like specific Public Grievances Cell, CPGRAMS, emails and X- handle are being effectively redressed. The Passport Offices are also asked to send action taken reports on grievances received through various modes. Periodical monitoring of all grievances is done by the Ministry.

(d) Passport Seva Project (PSP), an IT driven mission mode project, has successfully provided an efficient, secure, user-friendly, transparent and accountable passport services to citizens across the country. Leverage of technology and out-sourcing of front office operations, have enabled a large number of citizens to get easy and fast track access to passport services. From a volume of 55 lakh passports issued in the country in 2010, the number of passports issued in 2024 (till 31st December) stood at 1.43 cr.

PSP V2.0 offers an improved interactive portal for online filing of application, document upload, payment of requisite fee etc. guided by 'Chatbot' and Robotic Process Automation (RPA). PSP V2.0 would leverage advanced, high-end and emerging technologies to deliver the next level of citizen experiences.

(e) In the year 2018, Ministry launched the '*Apply anywhere in India*' scheme under which a passport can be applied at any PSK/POPSK in

India irrespective of whether the current residential address specified in their application form lies within the jurisdiction of the selected Passport Office or not. This scheme is expected to facilitate those applicants who move to another state for work.
