GOVERNMENT OF INDIA

MINISTRY OF EXTERNAL AFFAIRS

LOK SABHA

UNSTARRED QUESTION NO- 1116

ANSWERED ON - 25/07/2025

PSKs AND POPSKs IN TAMIL NADU

1116. THIRU DAYANIDHI MARAN

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) the current average appointment waiting time at each Passport Seva Kendra (PSK) and Post Office PSK in Tamil Nadu and how does it compare with the national average;

(b) the amount of funds allocated and utilised for capacity and infrastructure enhancement of PSKs in Tamil Nadu during the last two years, State-wise;

(c) whether the Government plans to open new PSKs or Post Office PSKs in Tamil Nadu, if so, the details of proposed locations and timelines regarding it;

(d) the impact of e-passport rollout on processing capacity and waiting times at PSKs in Tamil Nadu; and

(e) the measures being taken to resolve system downtimes and technical issues affecting passport services in the State?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS

(SHRI KIRTI VARDHAN SINGH)

(a) The current average appointment waiting time (in working days) at Passport Seva Kendra (PSK) and Post Office Passport Seva Kendra (POPSK) in Tamil Nadu and at all India level are as below:

Average appointment waiting time in working days (WD) at :	Normal Passport		Tatkaal Passport	
	PSK	POPSK	PSK	POPSK
Tamil Nadu	6 – 7 WD	6 – 7 WD	2 – 3 WD	NA*
All India	8 – 9 WD	8 – 9 WD	2 – 3 WD	NA*

Note: * = Provision of Tatkaal Passport is not available at POPSKs.

WD = Working Days.

(b) Expenditure for capacity and infrastructure enhancement of Passport Seva Kendras (PSKs) and Post Office Passport Seva Kendras

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(POPSKs) in the country, including in the State of Tamil Nadu, is met from the budgetary grant of the Ministry of External Affairs.

(c) Opening of a PSK/POPSK is an on-going activity and depends upon various factors including distance from an existing PSK / POPSK and the volume of passport applications from a particular region. Ministry of External Affairs (MEA) in association with Department of Posts (DoP) had decided in January 2017 to open Passport Seva Kendras at the Head Post Offices (HPO)/ Post Offices (PO) in the country called Post Office Passport Seva Kendra (POPSK) in each Lok Sabha Constituency (LSC) in India, including in Tamil Nadu, where there is no PSK or POPSK. As on date, 93 PSKs and 450 POPSKs have been set up in the country and are operational to cater to the needs of passport seekers. There are 8 PSKs and 30 POPSKs in Tamil Nadu. Additionally, there is 1 PSK and 1 POPSK in Puducherry.

(d) & (e) Quality services with reduced passport application processing time are being provided to the people from PSKs/POPSKs established with good amenities across the country, including in the State of Tamil Nadu, in Public Private Partnership (PPP) mode. As on date, the PSP Version 2.0 alongwith the issuance of ePassport has been rolled out through out the country. e-Passport is a combined paper and electronic passport with a Radio Frequency Identification

(RFID) Chip and an antenna embedded as an inlay. The key benefit of the ePassport lies in its enhanced capability to preserve the integrity of its data by having the data both printed on the passport and digitally stored on the passport's chip; it becomes more challenging to counterfeit. In addition, the security of the ePassport is further enhanced through the Public Key Infrastructure (PKI) which is the foundation for safeguarding sensitive information, and confirming the integrity and origin of personal and biometric data stored on the chip within the ePassport.

Currently, the PSP Version 2.0 alongwith the issuance of ePassport has been rolled out through out the country, including in the State of Tamil Nadu. 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. Also, from time to time, Ministry issues guidelines and instructions to Regional Passport Offices (RPOs) and the Service Provider (M/s TCS) to ensure smooth coordination at functional level. Frequent review meetings are also being conducted with RPOs and the Service Provider to ensure the smooth functioning of Passport Services without any downtimes and any technical glitches.

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