

**GOVERNMENT OF INDIA**

**MINISTRY OF EXTERNAL AFFAIRS**

**LOK SABHA**

**UNSTARRED QUESTION NO- 1065**

**ANSWERED ON 05/12/2025**

**DOCUMENT REQUIREMENTS FOR PASSPORT IN DARJEELING**

**1065. SHRI RAJU BISTA**

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

***(a) whether the Ministry is aware that people from Darjeeling and Kalimpong districts, particularly in Hills areas have to produce additional documents besides the prescribed lists of documents when applying/renewing for passports, as police verification requirements- such as a letter from local samaj (CSO), two additional letters from other residents of the locality certifying that they know the applicant and that slhe is an Indian Citizen and if so, details thereof;***

***(b) whether such requirements are necessary for police verification across the country or applicable only to the PSKs in West Bengal particularly the districts of Darjeeling and Kalimpong and if so, the reasons therefor; and***

***(c) whether the Ministry has set up mechanisms to improve service quality of the PSK centres and resolve grievances of the people who have complaints about staff behaviour at PSKs or police verification process and if so, the details thereof?***

**ANSWER**

**THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS**

**(SHRI KIRTI VARDHAN SINGH)**

***(a & b) Police Verification is conducted by the State Police Authorities as per their own guidelines and provisions. The concerned police authorities are required to conduct all the necessary verification with respect to Citizenship, criminality and identity of the passport applicant and may seek all necessary documents in this regard. Considering the geographical and demographic condition of different States/UTs, the concerned police authorities of different***

***States/UTs may need different documents to establish the citizenship, criminality and identity of the passport applicant. The Police Verification is conducted independently without any intervention of the Passport Issuing Authorities.***

***(c) From time to time, guidelines are issued to Regional Passport Offices (RPOs) and all concerned to ensure smooth coordination at functional level. Frequent review meetings are also being conducted with RPOs to ensure the smooth functioning of Passport Services and also for better coordination among various levels of staff members. Also, the complaints and public grievances are always accorded highest priority and redressed through different modes like specific Public Grievances Cell, CPGRAMS, emails and X- handle. RPOs are also asked to send these action taken reports on grievances received on various modes. Stringent monitoring of all grievances is undertaken.***

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