

GOVERNMENT OF INDIA

MINISTRY OF EXTERNAL AFFAIRS

LOK SABHA

UNSTARRED QUESTION NO- 1250

ANSWERED ON 06/02/2026

Passport Services in Gorakhpur

† 1250. Shri Ravindra Shukla *Alias* Ravi Kishan:

Will the Minister of EXTERNAL AFFAIRS be pleased to state :

(a) the facilities currently available for providing passport and consular services to the citizens of Gorakhpur and adjoining districts of Uttar Pradesh;

(b) the details of efficiency, application disposal time and cases lying pending with Passport Seva Kendras/Post Office Passport Seva Kendras in Gorakhpur district;

(c) the number of complaints received and resolved through MADAD and Consular Seva portal for NRIs from Gorakhpur/Purvanchal region working abroad; and

(d) whether any plan is proposed to expand or upgrade the passport and consular services in Gorakhpur in future, if so, the details thereof?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS

(SHRI KIRTI VARDHAN SINGH)

(a) To cater the needs of Passport related services to the citizens of Gorakhpur and adjoining districts of Uttar Pradesh, a Passport Seva Kendra (PSK) is operational at Gorakhpur, where total of 1,155 appointments {940 Normal category appointments, 80 Tatkaal category appointments and 135 Police Clearance Certificate (PCC) category appointments} are released on a daily basis. Also, the Post Office Passport Seva Kendras (POPSKs) in nearby districts of Gorakhpur at Deoria, Maharajganj, Kushinagar, Mau, Azamgarh and Ambedkar Nagar districts are operational to cater the Passport services to the citizens in the area.

Moreover, in June 2018, Ministry of External Affairs (MEA) had launched the 'Apply anywhere in India' scheme under which a passport can be applied at any PSK/POPSK in India. Also, MEA has been regularly deploying Mobile Passport Van under respective RPOs for on-site passport processing in the region.

Further, Indian Missions/Posts render all possible consular assistance to the Indian nationals abroad, whenever required. Indian nationals can

contact the Indian Missions/Posts abroad via walk-ins, email, social media platforms, 24x7 emergency telephone numbers and Toll Free Helplines established by Missions/Posts abroad, grievance redressal portals like MADAD, CPGRAMS etc for prompt redressal of their grievances. Indian Missions and Posts also assist in providing legal aid wherever needed. Missions and Posts also maintain a local panel of lawyers where Indian community is in sizeable numbers. Indian nationals who are in distress in foreign countries are provided assistance under Indian Community Welfare Fund (ICWF) set up in all Indian Missions/Posts abroad to meet any contingency expenditure incurred by them, on a means-tested basis. Besides, Pravasi Bharatiya Sahayata Kendras (PBSKs) have been set up at Dubai, Sharjah, Riyadh, Jeddah and Kuala Lumpur to provide assistance to distressed Indian nationals abroad. Advisories are issued for Indian nationals from time to time, asking them to exercise due caution and remain vigilant. The Government remains vigilant to developments impacting the lives of Indian nationals abroad and takes all measures to safeguard their interests and welfare.

(b) The applications received in PSKs and POPSKs, including at PSK Gorakhpur are processed on the same day. If it is a Tatkal category application it immediately goes into printing once the application is processed at

PSK Gorakhpur. If it is a normal category application, then it is sent for police verification on the same day, it is processed at PSK Gorakhpur. Once the police verification is received, it immediately goes for printing. There is no passport application pending with PSK Gorakhpur.

(c) Details of grievances registered and resolved on MADAD Portal for the period 2023-2025.

Year	No. of Grievances Received	Grievances Resolved	Pending	Disposal %
2023	5794	5474	3663	94
2024	5704	5467	3900	96
2025	6158	6454	3604	104*

*** Disposal rate of more than 100% indicates resolution of grievances carry forwarded from previous years.”**

(d) MEA has already approved and directed the Service Provider to shift the PSK Gorakhpur to a new location with larger space/scalability.
