

GOVERNMENT OF INDIA

MINISTRY OF EXTERNAL AFFAIRS

LOK SABHA

UNSTARRED QUESTION NO. 2428

ANSWERED ON 13/02/2026

CONSULAR SERVICES IN UTTAR PRADESH

2428. Shri Zia Ur Rehman

Will the Minister of EXTERNAL AFFAIRS be pleased to state :

(a) whether the Government is aware of difficulties faced by residents of Western Uttar Pradesh in passport issuance, consular services and grievance redressal;

(b) if so, the details of steps taken to improve accessibility and efficiency of passport and consular services in the said region;

(c) whether similar service-delivery issues exist in other parts of the country; and

(d) if so, the details of measures undertaken at national level to improve citizen-centric external affairs services?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS

(SHRI KIRTI VARDHAN SINGH)

(a) to (d) Currently in Uttar Pradesh, 6 PSKs and 52 POPSKs are operational under 3 RPOs viz. RPO Lucknow, RPO Ghaziabad and RPO Bareilly. In Western Uttar Pradesh, Passport related services are provided through 2 PSKs and 19 POPSKs under RPO Ghaziabad and RPO Bareilly.

Ministry of External Affairs has taken several steps to provide improved and smooth passport and consular services to the citizens of the country, including the citizens residing in western Uttar Pradesh. The upgraded Passport Programme Version 2.0 (PSP V2.0) has been rolled out in all 37 Regional Passport Offices (RPOs) in the country, including the 3 RPOs in Uttar Pradesh.

Passport Seva Programme (PSP), an IT driven mission mode project, has been successfully providing an efficient, secure, user-friendly, transparent and accountable passport services to citizens across the country.

New digital tools introduced under PSP V2.0 have significantly addressed the difficulties faced by the Passport applicants and improved the passport application and grievance-redressal experience by making the process faster, transparent and more user-friendly. Further, the

payment of application fees has been expanded through expanded through digital modes. Online appointment facilities and feedback kiosks/screens has also been installed in PSKs/POPSKs for quicker service improvements.

In June 2018, Ministry 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 Passport Mobile Van under respective RPOs, including RPOs in Western Uttar Pradesh, for on-site passport processing in rural remote and underserved areas.

Further, the Ministry provides attestation/apostille services to Indian nationals for their original document/true copies of documents to be used abroad. Apostille is acceptable in all member-countries of the Hague Convention of October 5, 1961. Ministry also launched e-Sanad portal in the year 2017 with the aim of contactless, faceless, seamless economic and efficient online attestation & apostille services. e-Sanad has been linked with Digilocker as well, wherein verification is done real time for documents which can be fetched from the Digilocker database.
