

**GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS**

**LOK SABHA
UNSTARRED QUESTION NO.4011
TO BE ANSWERED ON 10.08.2016**

DELAY IN ISSUING OF PASSPORTS

**4011. SHRI E.T. MOHAMMED BASHEER:
SHRI M.I. SHANAVAS:
SHRI M.K. RAGHAVAN:
SHRI RAMDAS C. TADAS:
SHRI M. RAJA MOHAN REDDY:**

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) the number of applications received and the number of passports issued in the country during the last three years, State and year-wise;**
- (b) whether staff shortage and corruption have been cited as key reasons for delay in issuance of passports and if so, the details thereof;**
- (c) the details of sanctioned strength and shortage of staff in passport offices and the steps taken by the Government to address the issue; and**
- (d) the other reasons for delay in passport issuance and the steps taken by the Government for its timely redressal?**

ANSWER

**THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS
[GEN. (DR) V. K. SINGH (RETD)]**

- (a) The number of applications received and the number of passports issued in the country during the last three years is given at Annexure. (The data is given Passport Office-wise)**
- (b) Despite staff shortage in Passport Offices there has been considerable improvement in the last two years in getting appointments at the Passport Seva Kendras (PSKs). As on 30th June 2016, out of 89 PSKs, appointments were available in 53 PSKs within 1 calendar day, 22 PSKs within 2 to 7 days, 10 PSKs within 8 to 14 days, 2 PSKs within 15 to 21 days and 2 PSKs from 22 to 30 days. There are no reports of corruption causing any delay in getting appointments at**

PSKs. There could be some delay in police verification services and creative ways are being looked into to avoid these delays.

(c) As on 1st July, 2016, there are 309 vacant posts at Non-Gazetted level and 155 posts at Gazetted level against the total sanctioned strength of 2697 of the Central Passport Organization. The Government has taken the following steps to address the shortage of staff:

- (i) Indents for recruitment of Junior Passport Assistants (LDCs) and Assistant Superintendents (Assistants) and Stenographers and Hindi Translators have been regularly placed with the Staff Selection Commission (SSC) and pro-actively followed up;**
- (ii) Regular meetings of the Departmental Promotion Committees are held to fill up the existing vacancies at the Passport Offices through promotion and wherever necessary, with the relaxation of eligibility norms with the approval of Department of Personnel & Training and the Union Public Service Commission;**
- (iii) Officers are taken on deputation by the Ministry from other Government Departments as per provisions of the Recruitment Rules;**
- (iv) Data Entry Operators have been engaged as a temporary measure in lieu of vacant Non-Gazetted posts at Group 'B' and 'C' levels;**
- (v) Productivity Linked Incentive Scheme (PLIS) has been implemented to encourage better individual performance measured against pre-set parameters. This has brought in increased efficiency and productivity per employee in the Passport Offices.**

(d) The time taken for issue of passports has been progressively reduced in recent years. The delay, if any, is attributable to the delay in receipt of Police Verification Reports or receipt of Incomplete Police Reports compounded by an increasing demand for passports. The Ministry has taken various measures to reduce the time taken in completion of Police Verification Report (PVR) for expeditious issuance of Passports. The number of days taken in PVR submission is continuously improving and constant efforts are being made to meet the desired timeline of 21 days.

The Ministry has recently launched mPassport Police App for speedy submission of Police Verification Report. The app would facilitate the field level verification officers to directly capture the PV report into the system digitally. With the launch of this App, the need to download and print the physical Personal Particular Form and Questionnaire would no longer be required

resulting in paperless end-to-end digital flow of the PV process, further reducing the time required for completion of PVR.

In order to further improve and liberalize Police Verification procedure for passport issuance, the Government has decided that henceforth normal passport applications of all first time applicants furnishing Aadhaar, Electoral Photo Identity Card (EPIC), Permanent Account Number (PAN) Card and a self-affidavit of non-criminality in the prescribed format will be processed on Post-Police Verification basis, enabling faster issue of passport, without payment of any additional fees, subject to successful online validation of Aadhaar number.

To meet the growing demand of passports and to provide the Appointments smoothly, Passport Melas are being organised at the Passport Seva Kendras (PSKs). To secure greater reach in order to provide service at the door, Passport Seva Camps are also being held in the remote and distant areas by PSKs under the supervision of respective Passport Offices. The details of Passport Melas and Passport Seva Camps held in the past is given below:

Passport Melas

2014		2015		2016 (till 31.07.2016)	
No. of Melas	Applications Processed	No. of Melas	Applications Processed	No. of Melas	Applications Processed
384	1,47,449	397	2,44,100	119	70,173

Passport Seva Camps

2014		2015		2016 (till 31.07.2016)	
No. of Camps	Applications Processed	No. of Camps	Applications Processed	No. of Camps	Applications Processed
61	8,362	124	40,844	45	18,328

For securing easy appointment, the applicants are now allowed to choose any appointment date from the earliest five available dates (working days) for scheduling/rescheduling an appointment for passport related services. Earlier, the System used to offer only one available date to the applicant for seeking appointment for passport related services. These measures have helped in reducing the delay in issuance of passports.

ANNEXURE

List of Applications received and Passports issued

RPO	Applications Received			Passport Issued		
	2013	2014	2015	2013	2014	2015
Ahmedabad	337,195	419,934	557,244	331,871	414,869	565,507
Amritsar	93,581	105,536	132,370	92,964	105,659	135,863
Bangalore	460,547	520,405	644,853	436,999	524,617	632,889
Bareilly	80,430	114,238	146,980	75,698	95,810	172,940
Bhopal	111,988	134,580	157,521	102,740	143,303	164,576
Bhubaneswar	81,425	93,506	105,283	81,406	94,472	107,853
Chandigarh	307,806	382,219	463,731	294,690	388,790	463,161
Chennai	373,304	394,647	412,622	367,353	388,302	420,641
Cochin	287,990	329,288	423,045	287,209	328,410	420,293
Coimbatore	99,586	115,204	131,916	103,312	116,010	132,156
Dehradun	51,458	72,111	83,519	48,016	72,212	84,314
Delhi	414,656	455,807	520,002	402,588	437,822	505,844
Ghaziabad	114,387	164,201	209,451	111,727	148,843	216,079
Goa	46,589	47,983	52,882	48,368	47,180	51,573
Guwahati	63,801	64,178	87,385	51,816	64,192	84,216
Hyderabad	637,073	717,769	739,960	630,457	687,554	759,503
Jaipur	205,905	258,473	310,814	202,331	250,735	310,976
Jalandhar	180,665	234,295	284,077	183,776	230,591	285,818
Jammu	27,103	32,372	41,770	26,637	29,685	40,351
Kolkata	354,006	445,862	576,714	337,232	408,052	613,122
Kozhikode	255,448	287,443	291,798	256,125	287,645	292,268
Lucknow	447,345	627,153	887,092	421,228	601,924	947,600
Madurai	198,548	233,981	258,777	195,196	239,752	263,627
Malappuram	221,207	248,210	216,579	231,907	245,880	212,243
Mumbai	343,659	385,782	440,750	348,485	384,085	458,264
Nagpur	81,471	99,237	114,640	76,571	92,964	119,458
Patna	187,486	302,363	329,929	169,451	256,488	365,614
Pune	185,016	225,327	288,150	181,985	214,511	290,321
Raipur	30,332	34,240	39,791	30,453	34,535	38,784
Ranchi	64,517	69,103	84,339	60,448	66,726	84,362
Shimla	30,308	33,270	41,255	28,270	32,697	42,630
Srinagar	65,873	57,298	73,470	60,034	56,413	72,648
Surat	125,368	138,708	184,154	131,283	136,927	185,973
Thane	211,006	244,576	310,863	201,924	234,431	324,273
Trichy	175,477	205,861	207,673	168,530	210,585	211,057
Trivandrum	176,200	202,721	223,190	175,370	201,439	222,785
Visakhapatnam	147,763	201,809	226,769	145,241	194,877	231,841
Total	7,276,519	8,699,690	10,301,358	7,099,691	8,468,987	1,05,31,423
