

GOVERNMENT OF INDIA

MINISTRY OF EXTERNAL AFFAIRS

LOK SABHA

UNSTARRED QUESTION NO- 2124

ANSWERED ON- 12/12/2025

ISSUANCE OF PASSPORTS

2124. SHRI RAVINDRA DATTARAM WAIKAR

SHRI NARESH GANPAT MHASKE

SMT. SHAMBHAVI

SMT. BHARTI PARDHI

SHRI VISHALDADA PRAKASHBAPU PATIL

SHRI SHRIRANG APPA CHANDU BARNE

DR. SHRIKANT EKNATH SHINDE

SHRI RAJESH VERMA

SHRI ATUL GARG

DR. LATA WANKHEDE

SHRI M K RAGHAVAN

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

(a) the average waiting time for appointments and issuance of passports across various Passport Seva Kendras (PSKs), Post Office Passport Seva Kendras (POPSKs) under Normal and Tatkaal categories during the last three years, State/ UT-wise;

(b) the number and nature of complaints received regarding passport delays, procedural hurdles and difficulties in obtaining police verification for passports, along with the corrective steps taken thereon;

(c) the number of passport applications pending for police verification for more than 30 days, State-wise;

(d) the measures taken to simplify the passport issuance process, strengthen grievance redressal mechanisms indicating the status of the e-passport rollout;

(e) whether the Government proposes to expand the network of PSKs/ POPSKs in underserved districts and improve digital/online facilities for faster processing, if so, the details thereof; and

(f) the details of the grievances faced by Indians abroad related to loss/damage/renewal of passports at Indian Missions along with the steps taken to address such issues?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS

(SHRI KIRTI VARDHAN SINGH)

(a) The details of the average waiting time for appointments and issuance of passports across various Passport Seva Kendras (PSKs),

Post Office Passport Seva Kendras (POPSKs) under Normal and Tatkaal categories during the last three years, RPO-wise/State/UT-wise is given in Annexure-I and Annexure-II respectively.

(b) The number and nature of complaints/grievances received regarding passport delays, procedural hurdles and difficulties in obtaining police verification for passports during last three years are given in Annexure-III.

In order to address complaints and grievances, the Ministry of External Affairs is continuously taking steps to redress the complaints and grievances on a timely manner. The public complaints/grievances are redressed through different modes like Public Grievances Cell, CPGRAMS, Emails and X-handle. Also, Regional Passport Offices (RPOs) have been sensitised to promptly attend to all passport related grievances on a timely manner. Whenever necessary, passport adalats are conducted on weekends and holidays to clear pending passport applications. A compliance report on the action taken on various grievances is also sent to the Ministry by the respective RPOs.

The Ministry launched mPassport Police App in 2016 for Android/iOS mobile phones for use by State/UT police personnel tasked with conducting police verification, enabling them for an expeditious submission of Police Verification Report (PVR) digitally directly from the Police Station itself. Currently, 25 States/UTs covering more than

9322 Police Stations across the country have already launched mPassport Police App.

(c) The number of passport applications pending for police verification for more than 30 days as on 1st December, 2025, State-wise, is given at Annexure-IV.

(d) To simplify passport processing process, quality services are being provided to the applicants at PSKs/POPSKs established with good amenities across the country in Public Private Partnership (PPP) mode. The applicants are required to apply for their passports online, make the payment online through debit/credit/Rupay cards, net banking/ SBI Challan & UPI etc, schedule an appointment and then visit the designated PSK/POPSK. A user friendly portal has been made available. When an applicant visits a PSK/POPSK, an Electronic Queue Management System (EQMS) working on the principle of First-in First-out is available at all PSKs/POPSKs to monitor the flow of applicants. The applicants can track the status of their applications themselves through portal and also through SMS services. Provisions are also made for additional counters at the PSKs/POPSKs to meet the increase in demand. The public grievances are redressed through different modes like Public Grievances Cell, CPGRAMS, Emails and X-handle.

Ministry of External Affairs has completed the roll out of e-Passport in all 37 Passport Offices in India and their respective Passport Seva

Kendras (PSKs) and Post Office Passport Seva Kendras (POPSKs) across the country and in all Missions/Posts abroad.

(e) The Government of India has taken several steps to expand the network of PSKs and POPSKs in underserved districts and improve digital/online facilities for faster processing. MEA in association with Department of Posts (DoP) had decided in January 2017 to open Seva Kendras at the Head Post Offices (HPO)/Post Offices (PO) in the country called Post Office Passport Seva Kendras (POPSK) in each Lok Sabha Constituency (LSC) where there is no PSK or POPSK.

Moreover, in June 2018, Ministry 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 Vans* under respective RPOs for on-site passport processing in remote areas and hilly areas.

Further, the payment of application fees through digital mode has been expanded to include Internet banking, debit/credit card (Visa, Master Card and Rupay) and Unified Payments Interface (UPI) mode through Virtual Payment address/UPI id or QR code. Online appointment facilities and feedback kiosks/screens to capture real-time citizen responses for quicker service improvements have been provided.

(f) The details of the grievances filed by Indian citizens abroad at Indian Missions/Posts are given below:

Sr. No.	Name of the Portal for redressal of grievances	Grievances Received	Grievance Resolved
1.	MADAD Portal (01.01.2015 to 02.12.2025)	3482	3218
2.	CPGRAMS Portal (01.01.2018 to 02.12.2025)	605	585

The Ministry of External Affairs accords high priority to the timely resolution of the grievances including passport-related issues, faced by Indian nationals travelling and working in foreign countries, through Indian Missions/Posts abroad. The MADAD portal has been significantly strengthened to enable instant registration, real-time tracking, and monitoring of complaints, with an in-built auto-escalation mechanism in case of delays. All communications received through e-mails, letters, social media, in-person visits, helplines and MADAD portal are actively followed up. Expedited emergency/tatkal passport re-issue services (often without insisting on police reports in genuine cases of loss or damage), regular Open Houses and Consular camps have collectively ensured that most grievances are addressed promptly by the Indian Missions/Posts abroad. These measures have considerably improved the speed, effectiveness and responsiveness of passport-related grievance redressal mechanism for Indian citizens abroad.

**Detail of average waiting time/ appointment cycle for passport services
in Passport Seva Kendra (PSK) and Post Office Passport Seva Kendra
(POPSK) categories, /RPO-wise/ State/UT wise**

			PSK			POPSK	
			Normal	PCC	Tatkaal	Normal	PCC
Sl. No.	State	RPO	Average of WD	Average of WD	Average of WD	Average of WD	Average of WD
1	Andhra	Vijayawada	12	1	2	16	1
2	Pradesh	Visakhapatnam	8	9	1	4	9
3	Assam	Guwahati	2	1	1	3	1
4	Bihar	Patna	2	1	1	3	1
5	Chandigarh	Chandigarh	1	1	1	4	1
6	Chattisgarh	Raipur	1	1	1	2	1
7	Delhi	Delhi	11	1	1	33	1
8	Goa	Panaji	1	1	1	6	1
9	Gujarat	Ahmedabad	7	1	1	6	1
10		Surat	15	1	1	3	1
11	Himanchal Pradesh	Shimla	1	1	1	1	1
12	Jharkhand	Ranchi	1	1	1	2	1

WD = Working Days

			PSK			POPSK	
			Normal	PCC	Tatkaal	Normal	PCC
Sl. No.	State	RPO	Average of WD	Average of WD	Average of WD	Average of WD	Average of WD
13	Jammu & Kashmir	Srinagar	1	1	-	3	1
14		Jammu	1	1	-	7	1
15	Karnataka	Bangalore	7	1	1	5	1
16	Kerala	Cochin	3	1	1	7	4
17		Kozhikode	4	1	1	7	1
18		Trivandrum	2	1	1	12	2
19	Madhya Pradesh	Bhopal	1	1	1	4	1
20	Maharashtra	Mumbai	16	4	2	21	3
21		Nagpur	1	1	2	2	1
22		Pune	15	3	1	6	1
23	Odisha	Bhubaneswar	2	1	1	2	1
24	Punjab	Amritsar	1	1	1	7	1
25		Jalandhar	1	1	1	1	1
26	Rajasthan	Jaipur	2	1	1	4	2
27		Kota	1	1	1	1	1

WD = Working Days

			PSK			POPSK	
			Normal	PCC	Tatkaal	Normal	PCC
Sl. No	State	RPO	Average of WD	Average of WD	Average of WD	Average of WD	Average of WD
28	Tamil Nadu	Chennai	4	2	1	7	1
29		Coimbatore	10	1	9	4	1
30		Madurai	1	1	1	2	1
31		Trichy	1	1	1	2	1
32	Telangana	Hyderabad	7	2	3	2	1
33	Uttar Pradesh	Bareilly	25	1	1	31	2
34		Lucknow	13	4	1	8	-
35		Ghaziabad	15	1	1	19	1
36	Uttarakhand	Dehradun	8	2	1	3	1
37	West Bengal	Kolkata	4	1	1	3	1

WD = Working Days

Average Passport Issuance Time* under 'Normal and Tatkaal' categories (excluding PV time) during last three years

		2025		2024		2023	
RPO Name	State	Normal	Tatkaal	Normal	Tatkaal	Normal	Tatkaal
RPO Ahmedabad	Gujarat	12	5	14	4	20	2
RPO Amritsar	Punjab	12	5	19	4	11	2
RPO Bareilly	Uttar Pradesh	21	4	19	4	19	2
RPO Bengaluru	Karnataka	15	4	13	3	7	1
RPO Bhopal	Madhya Pradesh	10	2	9	1	8	1
RPO Bhubaneswar	Odisha	32	7	40	6	15	2
RPO Chandigarh	Chandigarh	17	5	16	4	14	1
RPO Chennai	Tamil Nadu	11	3	7	2	4	1
RPO Cochin	Kerala	5	1	4	1	4	1
RPO Coimbatore	Tamil Nadu	21	4	21	2	6	2
RPO Dehradun	Uttarakhand	34	6	24	3	21	3
RPO Delhi	Delhi	10	2	16	3	10	2
RPO Ghaziabad	Uttar Pradesh	13	3	26	5	30	4
RPO Goa	Goa	4	2	3	1	2	1
RPO Guwahati	Assam	18	6	16	3	9	4
RPO Hyderabad	Telangana	13	4	12	2	13	2
RPO Jaipur	Rajasthan	17	6	14	1	9	1
RPO Jalandhar	Punjab	7	2	13	2	5	1
RPO Jammu	Jammu & Kashmir	21	-	34	-	11	-
RPO Kolkata	West Bengal	20	4	28	2	6	1

		2025		2024		2023	
RPO Name	State	Normal	Tatkaal	Normal	Tatkaal	Normal	Tatkaal
RPO Kota	Rajasthan	15	4	13	1	5	-
RPO Kozhikode	Kerala	5	1	4	1	4	-
RPO Lucknow	Uttar Pradesh	15	4	12	3	7	2
RPO Madurai	Tamil Nadu	9	6	8	5	6	3
RPO Mumbai	Maharashtra	10	3	15	1	6	1
RPO Nagpur	Maharashtra	22	5	23	4	7	1
RPO Patna	Bihar	8	1	12	1	5	1
RPO Pune	Maharashtra	12	6	10	3	10	2
RPO Raipur	Chhattisgarh	40	14	28	-	18	1
RPO Ranchi	Jharkhand	10	5	12	4	15	3
RPO Shimla	Himachal Pradesh	8	3	6	-	6	-
RPO Srinagar	Jammu & Kashmir	6	-	50	-	6	-
RPO Surat	Gujarat	18	5	19	4	19	1
RPO Tiruchirappalli	Tamil Nadu	8	5	7	2	5	1
RPO Trivandrum	Kerala	9	2	7	1	9	1
RPO Vijayawada	Andhra Pradesh	15	4	11	3	11	3
RPO Visakhapatnam	Andhra Pradesh	13	4	15	3	11	3

* excludes escalated, adverse, stop cases.

- = not available

Complaints/Grievances Received by Pride (Excluding Missions)				
Complaints/Grievances Type	2023	2024	2025	Total Count
Appointments not honored by the Passport Official	1884	1387	1935	5206
Appreciation	304	238	361	903
Bad Behaviour by Customer Care Executive (CCE)	131	97	108	336
CCE unreachable during working time	168	124	126	418
Complaint Against a Police Officer	1095	970	1257	3322
Delay in granting appointment date at PBO/ PSK	2317	1501	1486	5304
File lost by Passport Office (PO)	239	236	226	701
Incorrect Details in Passport	994	904	1115	3013
Incorrect/Insufficient details provided by CCE	191	131	193	515
Information sought from the website is not available	269	275	365	909
Interactive Voice Response (IVR) Related issues	8	10	9	27
Non acceptance of Passport Application and documents at Portal	232	214	301	747
Non acceptance of passport application and documents at PO	338	326	336	1000
Non acceptance of passport application and documents at PSK	807	754	805	2366
Passport Application not accepted at Granting Counter	2009	1536	1754	5299
Passport Application not accepted at Verification Counter	2151	1675	2259	6085
Passport dispatched but not received	1847	1630	1878	5355
Passport Granted but not printed	4483	3885	5669	14037
Passport lost in dispatch	92	134	107	333
Passport Seva website is working slow	21	37	48	106
Passport Seva website not working	220	498	672	1390
Problem in attaching documents	225	115	152	492
Problem in retrieving file during the second session	94	103	207	404

Greivance Type	2023	2024	2025	Total Count
Problem in uploading of the form	199	184	272	655
Police Verification Report (PVR) not completed	9955	9272	10472	29699
PVR received but passport not issued	18846	13585	14539	46970
Quality of booklet received not satisfactory	220	169	296	685
Suggestion	1370	1243	1557	4170
Website not updated	389	426	445	1260
Any Other	68038	57916	65072	191026
Total	119136	99575	114022	332733

Total number of passport applications pending for police verification for more than 30 days, State-wise

Sl.No.	State Name	Files with PV Pending for more than 30 days
1	Andaman and Nicobar	13
2	Andhra Pradesh	28
3	Arunachal Pradesh	7478
4	Assam	4823
5	Bihar	102
6	Chandigarh	3
7	Chhattisgarh	1364
8	Dadra and Nagar Haveli	306
9	Daman and Diu	888
10	Goa	40
11	Gujarat	13
12	Haryana	4168
13	Himachal Pradesh	19
14	Jammu and Kashmir	56104
15	Jharkhand	1097
16	Karnataka	809
17	Kerala	160
18	Ladakh	1401
19	Lakshadweep	5
20	Madhya Pradesh	1111
21	Maharashtra	127543
22	Manipur	15181
23	Meghalaya	788
24	Mizoram	130
25	Nagaland	8611
26	Odisha	474
27	Puducherry	897
28	Punjab	1427
29	Rajasthan	2369
30	Sikkim	227
31	Tamil Nadu	1996
32	Telangana	219
33	Tripura	7995
34	Uttar Pradesh	429
35	Uttarakhand	195
36	West Bengal	29516
	Total	277929

(As on 01.12.2025)
