

[English]

Streamlining the working of Bangalore Passport office

554. DR. V. VENKATESH : Will the Minister of EXTERNAL AFFAIRS be pleased to state :

(a) whether any new steps have been taken to streamline the working of the Regional Passport office Bangalore;

(b) if so, the details thereof;

(c) the number of applications pending for issue of passport as on 31st January, 1987;

(d) the average time taken by this Passport Office for issue of passport;

(e) whether any study has been made on ways to reduce the delays; and

(f) if so, the details thereof ?

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS (SHRI K. NATWAR SINGH) : (a) Yes, Sir.

(b) The following measures have been taken to streamline the working of the Passport Office, Bangalore :

(i) A new Passport Officer has been posted there w.e.f. 4-12-1986;

(ii) In order to ensure that the officials working in Passport Offices do not develop vested interests, officials in all Passport Offices including the Passport Office, Bangalore are being interchanged/transferred after periodic intervals;

(iii) Revised work norms have been prescribed for each person so that daily out-put of employees is ensured;

(iv) Periodical review of pending cases is made and appropriate action including issuing reminders to police authorities is taken;

(v) Two inspections of the Passport Office, Bangalore from the Headquarters have been recently undertaken to ensure efficient functioning of the office;

(vi) Complaints and Grievance Officers have been appointed in all Passport Offices including Passport Office, Bangalore to promptly look after the complaints of passport applicants;

(vii) All vacancies in the grades of Public Relations Officer and LDCs have been filled in the Passport Office, Bangalore to augment the staff strength;

(viii) All Passport Officers, including Passport Officer, Bangalore have been directed to ensure that passports are issued within a reasonable period of receipt of clear identity and security reports in respect of applications for fresh passports;

(ix) A computer is being installed in the Passport Office to help streamline passport work.

(c) 5306.

(d) About six weeks depending upon receipt of clear reports.

(e) and (f) In addition to some of the measures listed at (b) above, a regular monthly monitoring of the performance of each Passport Office is being done from the Headquarters on the basis of monthly Monitoring Reports from All Passport Offices and follow up action is taken to remind all concerned to reduce delays.