

**GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA**

UNSTARRED QUESTION NO:4158
ANSWERED ON:21.12.2005
FILLING VACANCIES IN RPOs
Sujatha Smt. C.S.

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) whether there are a number of vacancies to be filled in different Regional Passport Offices in the country;
- (b) if so, the details thereof; RPO-wise
- (c) whether works in many RPOs are being outsourced to private parties;
- (d) If so, the reasons therefore ;
- (e) the steps taken by the Government to fill the existing vacancies at the various RPOs;
- (f) whether it has come to the notice of the Government that people are facing difficulties in obtaining passports at the RPO at Bhikaji Cama Place, New Delhi as reported in the Hindi daily Punjab Kesari dated September 12, 2005 ;
- (g) if so, the facts thereof ; and
- (h) the steps taken/proposed to be taken by the Government in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS (SHRI E. AHAMED)

(a) Yes, Sir.

Name of Passport Office Shortage of Regular Staff

(b) Ahmedabad	58
Bangalore	14
Bhopal 13	
Bhubaneshwar	1
Chandigarh 34	
Chennai	5
Delhi 9	
Ghaziabad	16
Guwahati 6	
Hyderabad 61	
Jaipur 6	
Jalandhar 40	
Kolkata 16	
Lucknow 8	
Nagpur 9	
Panaji 1	
Patna 13	
Pune 14	
Ranchi 2	
Srinagar 8	
Trichy 28	
Vishakhapatnam	24

(c) No, Sir.

(d) Does not arise.

(e) The Government has been taking steps to fill up the existing vacancies at the Passport Offices. The Staff Selection Commission has recently made available dossiers of 57 Lower Division Clerks (LDCs), which are being processed to fill up the vacancies. We have also written to the Department of Personnel and Training (Surplus Cell) for their no objection to fill up the remaining vacancies in LDC grade. The Staff Inspection Unit of the Ministry of Finance has recently carried out a study of all Regional Passport Offices (RPOs) and their final report on augmentation of staff has been received.

(f) Yes, Sir .

(g) & (h) A large number of passport applicants visit RPO, Delhi everyday. The Office has been catering to their requirements to the maximum extent possible by speeding up certain miscellaneous services across the counter. As part of process re-engineering, Passport Issuing Officers are sitting at the counters to process and grant applications for issuance of passports expeditiously. There may be cases when some applicants are required to visit the Passport Office twice. These situations arise when their passport applications are either incomplete or they reach the office after the closing hours.

As regards security measures, fire fighting equipment has been installed on all floors of RPO, Delhi.

Presently, there is only one RPO in Delhi located at Bhikaji Cama Place, R.K. Puram, New Delhi. Two District Passport Cells (DPCs) under the aegis of State Government of Delhi and manned by Delhi Police Authorities have been functioning at Asaf Ali Road and Shakarpur. These DPCs have been receiving and processing fresh passport applications as well as re-issue cases from the passport seeking public in Delhi. Efforts are being made to open more DPCs in other parts of Delhi.

As for checking the status of passport applications through SMS and RPO, Delhi's website, the matter has been taken up with concerned authorities for the needful.