

**GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA**

UNSTARRED QUESTION NO:2167
ANSWERED ON:29.08.2007
OUTSOURCING OF PASSPORT ACTIVITIES
Pallani Shamy Shri K.C .

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) whether the Government has any proposal to outsource certain works to private players for the speedy issuance of passports in the country;
- (b) if so, the details thereof; and
- (c) the time by which all pending applications for issue of passports in various Regional Passport Offices in the country are likely to be cleared?

Answer

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

(a) & (b) A report of the National Institute of Smart Government, Hyderabad which was commissioned by the Government to prepare a study for improving the passport issuance system, with the objective of delivering passport related services to the citizens in a timely, transparent, more accessible and reliable manner, envisages outsourcing of non- sensitive activities of the passport issuance process such as receipt of applications, initial scrutiny of the application forms, acceptance of fee, scanning of the documents and taking photos etc. The report is under consideration of the Government.

(c) The pendency figure of each office is being closely monitored by the Ministry on the basis of a weekly arrear statement and those offices, which have pendencies, are being directed to clear them within the shortest possible time.