

**GOVERNMENT OF INDIA  
EXTERNAL AFFAIRS  
LOK SABHA**

UNSTARRED QUESTION NO:2344

ANSWERED ON:29.08.2007

ISSUANCE OF PASSPORTS

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

- (a) whether in several cases passports were not issued within a stipulated time period;
- (b) if so, the reasons therefor;
- (c) the total number of applications received for issuance of passports by Passport Offices/ Regional Passport Offices alongwith the number of Passports issued within stipulated time during the last 3 years and till date, RPO-wise and year-wise;
- (d) the number of applications still pending for issuance of passports as on date, RPO-wise;
- (e) the average time taken by various Regional Passport Offices (RPOs) in this regard;
- (f) whether the Government proposes to outsource certain work relating to issue of passports;
- (g) if so, the details in this regard;
- (h) the extent to which such outsourcing will expedite the issuance of passports and also strictly follow security norms fixed in this regard; and
- (i) the time by which outsourcing of the said work will be implemented?

**Answer**

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

- (a) & (b) Yes. The reasons include delays in receipt of police verification reports (PVRs) and adverse or incomplete PVRs, incomplete information and/or documents furnished by the applicants.
- (c) & (d) The requisite information is being collected from Passport Offices and it would be placed on the Table of the House.
- (e) The average time taken in most of the Passport Offices, except in the Tatkal category, is around 30 to 45 days and the period can get longer when there is a periodic heavy influx of applications in some Offices.
- (f), (g), (h) & (i) 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. In view of security considerations, the report envisages outsourcing of only non-sensitive activities as stated above. It also envisages cutting down substantially the time taken for issuance of passports by completely overhauling the passport issuance system. The report is under consideration of the Government.