

GOVERNMENT OF INDIA

MINISTRY OF EXTERNAL AFFAIRS

LOK SABHA

UNSTARRED QUESTION NO - 3338

ANSWERED ON 07/08/2026

PSKS AND RPOS IN TAMIL NADU

3338. SHRI THARANIVENTHAN M S

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

(a) the total number of Regional Passport Offices (RPOs) and Passport Seva Kendras (PSKs) operational in India and specifically in Arani Parliamentary Constituency of Tamil Nadu;

(b) the average processing time for new passports, renewals and other related services in RPOs and PSKs;

(c) whether the Government has evaluated the impact of RPOs and PSKs on service accessibility, especially in rural and remote areas, if so, the details thereof;

(d) the steps taken by the Government to upgrade infrastructure, digital systems and staffing to improve service delivery; and

(e) the measures adopted to address citizen grievances, delays and complaints related to passport services?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS

(SHRI KIRTI VARDHAN SINGH)

(a) to (c) As on date, 93 Passport Seva Kendras (PSKs) and 456 Post Office Passport Seva Kendras (POPSKs) are operational under 37 Regional Passport Offices (RPOs) across the country. Of these, 8 PSKs and 32 POPSKs are operational under 4 RPOs in Tamil Nadu, including the POPSK in Arani Lok Sabha Constituency.

The Ministry of External Affairs (MEA) has taken several steps to expand the service accessibility and upgrade the network of Passport Seva Kendras (PSKs) and Post Office Passport Seva Kendras (POPSKs) across the country and to improve digital/online facilities for faster processing. MEA, in association with Department of Posts (DoP), has opened numerous Seva Kendras at the Head Post Offices (HPOs)/Post Offices (POs) in each Lok Sabha Constituency where there is no PSK or POPSK. In addition, the Ministry has made available the 'Apply anywhere in India' scheme under

which a passport can be applied for at any PSK/POPSK. The Passport Mobile Vans have been widely deployed to allow on-site passport processing in remote, rural, hilly and less serviced areas.

At PSKs, the applications for passports and related services are processed on the same day, subject to document submission and verification, and are forwarded to the concerned authorities for further processing. Details of average issuance time (excluding Police Verification time) for passports and related services RPO-wise/ State-wise are attached.

(d) The upgraded Passport Seva Programme Version 2.0 (PSP V2.0), along with the ePassport was implemented at all 37 RPOs and respective PSKs and POPSKs in the country, including in Tamil Nadu. The PSP V2.0 provides comprehensive digital platforms, including the Passport Seva Portal, Passport Seva Mobile Apps and a centralized citizen service call centre available through toll-free numbers, enabling applicants to access information, track application status and obtain responses to routine queries. These digital initiatives have substantially reduced the need for physical visits for administrative inquiries while improving accessibility, convenience and service delivery.

In order to address staffing issues, the Ministry is working proactively to fill vacancies through the Staff Selection Commission and through deputation from other services. It has also engaged young professionals, data entry operators and multi-tasking staff on contract basis in various RPOs.

(e) To address the issues regarding citizen grievances, delays, and complaints, the Ministry has set up Public Grievances Cells and monitors all communications received through emails and social media closely. RPOs have been sensitised to promptly attend to all passport related grievances in a timely manner. Passport adalats are conducted to clear pending passport applications. Self-service kiosks/feedback screens have been installed at PSKs and POPSKs to capture feedback from citizens on service quality. A 24x7 call-centre offers guidance and support to applicants in 23 different languages (location wise).

ANNEXURE**Average Passport Issuance Time (excluding Police Verification time) in Days**

Sl.No.	RPO Name	State	Normal	Tatkaal	PCC
1	RPO Ahmedabad	Gujarat	11	4	1
2	RPO Amritsar	Punjab	10	4	1
3	RPO Bareilly	Uttar Pradesh	19	4	1
4	RPO Bengaluru	Karnataka	14	4	1
5	RPO Bhopal	Madhya Pradesh	11	2	1
6	RPO Bhubaneswar	Odisha	21	3	1
7	RPO Chandigarh	Chandigarh	16	4	1
8	RPO Chennai	Tamil Nadu	9	2	1
9	RPO Cochin	Kerala	4	1	1
10	RPO Coimbatore	Tamil Nadu	19	4	1
11	RPO Dehradun	Uttarakhand	22	3	1
12	RPO Delhi	Delhi	9	2	1
13	RPO Ghaziabad	Uttar Pradesh	9	3	1
14	RPO Goa	Goa	5	2	1
15	RPO Guwahati	Assam	19	4	1
16	RPO Hyderabad	Telangana	14	4	1
17	RPO Jaipur	Rajasthan	18	3	1
18	RPO Jalandhar	Punjab	8	2	1
19	RPO Jammu	Jammu & Kashmir	22	-	1
20	RPO Kolkata	West Bengal	19	4	1
21	RPO Kota	Rajasthan	16	3	1
22	RPO Kozhikode	Kerala	6	1	1
23	RPO Lucknow	Uttar Pradesh	16	3	1
24	RPO Madurai	Tamil Nadu	11	3	1
25	RPO Mumbai	Maharashtra	7	3	1
26	RPO Nagpur	Maharashtra	23	3	1
27	RPO Patna	Bihar	9	1	1
28	RPO Pune	Maharashtra	10	4	1
29	RPO Raipur	Chhattisgarh	21	4	1

30	RPO Ranchi	Jharkhand	11	4	1
31	RPO Shimla	Himachal Pradesh	9	3	1
32	RPO Srinagar	Jammu & Kashmir	7	-	1
33	RPO Surat	Gujarat	17	4	1
34	RPO Tiruchirappalli	Tamil Nadu	7	4	1
35	RPO Trivandrum	Kerala	7	2	1
36	RPO Vijayawada	Andhra Pradesh	13	3	1
37	RPO Visakhapatnam	Andhra Pradesh	12	2	1
