

GOVERNMENT OF INDIA

MINISTRY OF EXTERNAL AFFAIRS

LOK SABHA

UNSTARRED QUESTION NO - 3414

ANSWERED ON 07/08/2026

PSK IN AMTA

3414 SMT. SAJDA AHMED

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

- (a) whether the Government is aware of the poor infrastructure and inadequate public amenities at the Passport Seva Kendra (PSK) at Amta in West Bengal, if so, the details thereof;**
- (b) whether any inspection or assessment of the infrastructure of the said PSK has been carried out during the last three years and if so, the details thereof; and**
- (c) whether the Government proposes to upgrade the infrastructure of the PSK by improving the waiting area, seating capacity, drinking water, sanitation facilities, accessibility for senior citizen and persons with disabilities, parking and digital service facilities, if so, the timeline for carrying out these improvements and if not, the reasons therefor?**

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS

(SHRI KIRTI VARDHAN SINGH)

(a) to (c) A Post Office Passport Seva Kendra has been functional at Amta in Uluberia Lok Sabha Constituency in West Bengal since 18 February 2019. This is part of the initiative taken by the Ministry of External Affairs, in association with the Department of Posts, to open a Post Office Passport Seva Kendra in each Lok Sabha Constituency, which does not have a Passport Seva Kendra (PSK)/Post Office Passport Seva Kendra (POPSK).

MEA is committed to render passport services at all PSKs & POPSKs in a citizen-friendly manner. Maintenance of all POPSKs is an ongoing process and is primarily the responsibility of Department of Posts. Inspection of POPSK, Amta was conducted by Department of Posts and RPO, Kolkata on 09 September 2025 and 14 July 2026. Following these inspections, some issues relating to maintenance and infrastructure upgrades in POPSK, Amta have been identified for resolution by Department of Posts. RPO, Kolkata is regularly pursuing with Department of Posts on these issues.
