attacks on Indian fishermen allegedly by the Sri Lankan Navy. As per available information, in the last six months, 288 Indian fishermen have been apprehended by the Sri Lankan Navy, 8 incidents of alleged attacks on Indian fishermen by the Sri Lankan Navy have been reported and there have been no incidents of deaths of Indian fishermen in Sri Lankan waters.

(c) Government attaches the highest priority to the safety, security and welfare of Indian fishermen. Reports of apprehensions and attacks on Indian fishermen are immediately and consistently taken up with the Government of Sri Lanka through diplomatic channels. The External Affairs Minister during his meeting with his counterpart in January 2013 raised the issue of attacks on Indian fishermen. It was emphasised that the use of force on Indian fishermen could not be justified under any circumstances and the importance of extending humane treatment to all fishermen was reiterated. The High Commissioner of Sri Lanka to India was called in to the Ministry of External Affairs on 7 August 2013 and served with a demarche calling for the expeditious release of Indian fishermen in the custody of Sri Lanka. The Indian Coast Guard has also augmented its surveillance efforts by deploying additional assets along the International Maritime Boundary Line with Sri Lanka from March 2013.

(d) and (e) The Chief Minister of Tamil Nadu had met the Prime Minister in June 2011 with a memorandum on a number of issues, including retrieval of Katchatheevu. The Government of India considers its maritime boundary with Sri Lanka settled under the Agreements concluded with Sri Lanka in 1974 and 1976.

Passport offices functioning in country

†1440. SHRI RAGHUNANDAN SHARMA: Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) the number of passport offices/service centres functioning in the country, State-wise;

(b) the number of passports issued during the last three years and the current year, State-wise;

(c) whether any special campaign has been launched recently to dispose off pending applications speedily and if so, the details thereof;

---

†Original notice of the question was received in Hindi.

(d)   whether passport fee has been increased recently, if so, the details thereof and if not, the reasons therefor; and

(e)   the mechanism available for redressal of complaints of the applicants?

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS (SHRI E. AHAMED): (a) and (b) The number of Passport Offices/Passport Seva Kendras functioning in the country, State-wise and number of Passports issued State-wise during the last three years and current year (as on 9th August 2013) is given in the Statement (*See* below).

(c)   A special drive to speed up processing of pending applications submitted under the old system was undertaken in 2012 by the Passport Offices all over India whereby passports were issued in those cases where clear police verification reports were received. In cases, wherein police reports were awaited, the files were closed after giving notice to the applicants. Such applicants were advised to submit their new applications under the new system (Passport Seva) without any payment of fees. In this connection, Passport Adalats were conducted by many Passport Offices to clear the backlog of objection cases.

(d)   The Government revised passport and related services fees *w.e.f.* 1st October, 2012. The Passport fee has been increased by Rs.500/- raising to Rs.1500/- for normal applications and by Rs.1000/- raising to Rs.3500/- for Tatkal applications. For citizens living abroad, the revised fee is US$ 75.00 (from 40.00) and Euro 60.00 (from 48.00) for normal applications.

(e)   Under the Passport Seva Project (PSP), the Ministry has put in place a strengthed Grievance Redressal system whereby a National Call Centre with a toll free number (1800-258-1800), operating in 17 languages and on 24×7 basis, has been set up to cater to dissemination of information and handling of grievances. Also a help desk has been set up which can be accessed by citizens through the www.passportindia.gov.in portal. There is a Public Grievance Redressal Cell (PGRC) established in the CPV Division of the Ministry under the supervision of Chief Passport Officer. In addition, all Passport Offices handle public grievances through the Centralised Public Grievance Redress and Monitoring System (CPGRAMS) website of the Government. Information and Facilitation Counters, Public Grievance Cell and Help Desks have been set up in Passport Offices to assist applicants and to attend to grievances/complaints expeditiously. The complaint/ suggestion boxes are also installed at Passport Offices and Passport Seva Kendras.

Statement

The number of passports issued by Passport Offices (State-wise) during the last three years (2010-2012)
and current year (as on 09.08.2013)

Sl. No.	Name of State/UT	Passport office	No. of PSK(s)	Name & Location of PSKs	No. of Passports issued			
					2010	2011	2012	2013 (as on 09th August, 2013)
1	2	3	4	5	6	7	8	9
1.	Andhra Pradesh	Hyderabad	6	Hyderbad I, Hyderabad II, Hyderabad III, Nizamabad, Vijayawada Tirupathi	403303	520105	613769	422230
		Visakhapatnam	1	Visakhapatnam				
2.	Assam, Manipur, Mizoram, Meghalaya, Arunachal Pradesh	Guwahati	1	Guwahati	44737	54483	52111	30263
3.	Bihar	Patna	1	Patna	170921	17062	133648	99764
4.	Chandigarh	Chandigarh	3	Chandigarh, Ambala, Ludhiana	233911	254166	282672	177215
5.	Chhattisgarh	Raipur	1	Raipur	26821	33054	32517	18115

1	2	3	4	5	6	7	8	9
6.	Delhi & Haryana	Delhi	4	Herald House, Shalimar Place, Bhikaji Cama Place, Gurgaon	281154	335210	264785	194172
7.	Goa	Panaji	1	Panaji	33687	33455	22498	26222
8.	Gujarat	Ahmedabad	4	Ahmedabad I, Ahmedabad II, Vadodara, Rajkot	391460	421223	425649	290778
		Surat	1	Surat				
9.	Himachal Pradesh	Shimla	1	Shimla	25524	25628	21991	16734
10.	Jammu and Kashmir	Jammu	1	Jammu	60179	66976	86090	39718
		Srinagar	1	Srinagar				
11.	Jharkhand	Ranchi	1	Ranchi	44816	47964	55520	39459
12.	Karnataka	Bangalore	4	Bangalore-I Bangalore -II, Hubli, Mangalore	296212	384044	400263	258996
13.	Kerala	Trivandrum	3	Kollam, Trivandrum (Rural), Neyyattinkara	721218	746370	819331	586884
		Cochin	5	Thrissur, Alappuzha, Cochin, Cochin (Rural) Kottayam.				
		Kozhikode	4	Kozhikode I, Kozhikode II, Kannur, Payyanoor				

	State	City	No.	Cities				
		Malappuram	1	Malappuram				
14.	Madhya Pradesh	Bhopal	1	Bhopal	89126	99382	109243	66472
15.	Maharashtra	Mumbai	3	Mumbai-I, Mumbai-II, Mumbai III	656411	753146	646285	485919
		Thane	2	Thane, Nasik				
		Pune	1	Pune				
		Nagpur	1	Nagpur				
16.	Orissa	Bhubneswar	1	Bhubneswar	44417	52481	73164	41144
17.	Punjab	Jalandhar	3	Jalandhar-1, Jalandhar-2 Hoshiarpur	209697	196706	214594	150157
		Amritsar	1	Amritsar				
18.	Rajasthan	Jaipur	3	Jaipur, Jodhpur, Sikar	174934	199720	196703	126104
19.	Tamil Nadu	Chennai	3	Chennai-1 Chennai-2 Chennai-3	544044	571661	687550	503748
		Trichy	2	Trichy, Thanjavur				
		Madurai	2	Madurai, Tirunelveli City				
		Coimbatore	1	Coimbatore				

1	2	3	4	5	6	7	8	9
20.	Uttar Pradesh	Lucknow	4	Lucknow, Kanpur, Gorakhpur, Varanasi	500761	556424	492797	364831
		Ghaziabad	1	Ghaziabad				
		Bareilly	1	Bareilly				
21.	Uttarakhand	Dehradun	1	Dehradun	44655	54840	51148	25099
22.	West Bengal, Tripura & Sikkim	Kolkata	2	Kolkata, Berhampore	253456	256476	233380	191568
23.	Andaman and Nicobar Islands	-	-	-	-	2892	2507	1957
24.	CPV Division, Headquarters	-	-	-	-	30907	24311	15000
	TOTAL	37+2	77		5251444**	5869375**	5942526**	*4172549

* The above figures do not include miscellaneous services including Police Clearance Certificate (PCC) rendered by the Passport Offices which were 6,76,224 in 2010, 4,68,882 in 2011, 3,14,435 in 2012 and 1,81,714 as on 9th August, 2013.

** The above figure also do not include the passport and miscellaneous services rendered by the Indian Missions/Posts abroad, which were 10,27,000 in 2011 and 11,35,104 in 2012.