

Concern for outsourcing agency for POPSKs

1777. SHRI JOSE K. MANI: Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) whether there are 214 Post Office Passport Seva Kendras (POPSKs) operated by the Department of Posts and manned by the staff of Postal Department;

(b) whether at 75 regular Passport Seva Kendras, operated by an outsourced agency, Government handles all sovereign functions and the agency manages the data centre operations only;

(c) whether the outsourcing agency has now raised its concerns with Government for utilising postal staff as Citizen Service Executives at POPSKs; and

(d) if so, Government's reactions thereon?

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS (GENERAL (RETD.) V. K. SINGH): (a) The Ministry in association with the Department of Posts has announced opening of 289 Passport Seva Kendras at the Head Post Offices (HPO)/Post Offices (PO) in the country called 'Post Office Passport Seva Kendra' (POPSK). Out of the 289 POPSK announced, 215 POPSK are functional as on 28th July, 2018. Counter A of most of the POPSK are being manned by employees of Department of Posts and Counter B are being manned by the employees of the Central Passport Organization (CPO) under this Ministry. In some POPSK, Counter A is being manned by the staff of the Service Provider and are gradually being replaced by the employees of the Department of Posts.

(b) Yes. At the 77 Passport Seva Kendras, the Ministry handles all sovereign functions and the Service Provider (SP) handles the non-sovereign functions relating to the processing of passport application.

(c) and (d) The Service Provider has extended all possible support to the Ministry in the setting up of the POPSK.

Monitoring system for visa applications

1778. DR. V. MAITREYAN: Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) whether Government has any check and monitoring system to record the details of Indians applying for various types of visas from Embassies, Consulates, High Commissions of foreign countries in India;