

GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS

RAJYA SABHA
UNSTARRED QUESTION NO.1344
TO BE ANSWERED ON 28.07.2022

POPSK IN MAHARASHTRA

1344. DR. ANIL SUKHDEORAO BONDE:

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

- (a) whether there is any proposal to start Post Office Passport Seva Kendras (POPSKs) in all Tehsil headquarters or in all district Headquarters;
- (b) if so, the details thereof and the number of POPSKs set up so far in the State of Maharashtra;
- (c) the number of POPSKs which have started functioning so far in Maharashtra along with the number of POPSKs proposed to be made operational in the near future; and
- (d) the extent to which getting passports is likely to become easier through POPSKs along with the details of its style of functioning?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS

[SHRI V. MURALEEDHARAN]

(a) The Ministry in association with Department of Posts (DOP) had announced in January, 2017 opening of Post Office Passport Seva Kendras (POPSKs) at the Head Post Offices (HPO)/Post Offices (PO) in each Parliamentary constituency where there is no Passport Seva Kendra (PSK) or Post Office Passport Seva Kendra (POPSK).

(b) At present, there are 428 POPSKs operational across the country including 38 POPSKs in the State of Maharashtra.

(c) 38 POPSKs have started functioning in Maharashtra so far and opening of new POPSKs depends on various factors including distance from the Passport Kendras and volume of applications from a particular region.

(d) POPSKs are established in remote locations and small towns in the Lok Sabha constituencies away from the State capitals, thereby bringing passports services closer to the citizens and making it easier for citizens to obtain Passports. Quality services are being provided to the people from the Passport Seva Kendras (PSKs)/Post Office Passport Seva Kendras (POPSKs) established with good amenities across the country in Public Private Partnership (PPP) mode. Under this system, the applicants are required to apply for their passports online, make the payment online through debit/credit /Rupay cards, net banking/ SBI Challan & UPI etc, schedule an appointment and then visit the designated PSK/ POPSK. A user friendly portal has been made available. When an applicant visits the PSK/ POPSK, an Electronic Queue Management System (EQMS) working on the principle of First-in First-out is available at all PSK/ POPSK to monitor the flow of applicants. The applicants can track the status of their applications themselves through portal and also through SMS services.
