

**GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS
PASSPORT OFFICE
BHARATHI ULA VEETHI
RACECOURSE ROAD
MADURAI - 625 002.**



**Tel: 0452-2521205
Fax: 0452-2522070 e-mail:
rpo.madurai@mea.gov.in
WEBSITE: <http://passport.gov.in>**

MDU/551/84/10

Date: 27.09.2013

PRESS RELEASE

Consequent on introduction of on-line payment system for taking appointments for Madurai and Tirunelveli PSKs, the pressure on online appointment has considerably reduced and the appointments are available for the next day itself i.e. within 48 hours. The following categories of applicants will be allowed to submit their applications duly registered online with ARN sheet as walk-in categories in both PSK, Madurai and Tirunelveli. This will be applicable from 01.10.2013.

1. Senior Citizen above 80 yrs.
2. Minor below 15 yrs, whose parents holding valid passports
3. PCC

All remaining category of applicants should get the appointment without fail. Applicants can enquire about passport status and problem related to their applications through telephone. Earlier there was only one telephone allotted for enquiry. Now 3 telephone nos. are allotted exclusively for public enquiries/grievances.

0452 - 2521204, 2521205, 2520795

Applicants can call any of these numbers to clear their doubts regarding passport. If the applicant is not satisfied with the reply, they can, register their grievances in the same number and reply will be sent to the applicant address as per the passport application. The reply will explain the status of the application and the future action needs to be taken in the application like clarification/pending PV/pending confirmation from Issuing Authority. Till now passport office used to give reply only in English but as per the public demand, now, the reply will be sent to the applicant in both Tamil and English. All these grievances will be sent to the applicant only by e-post which is also first time.

Passport applicants should not approach any agent/touts/brokers to know their status/problem of the passport applications. Applicants can also send their grievances by

- | | | |
|---|---|--|
| 1. E-mail | - | rpo.madurai@mea.gov.in |
| 2. Face Book Account | - | Passport Office, Madurai |
| 3. Call centre | - | 1800 258 1800 |
| 4. www.passportindia.gov.in | - | Service Request |

To know the passport details related to status of application and any other information, please register your details with file reference no. in our website www.passportindia.gov.in.

(S. Maniswara Raja)
Regional Passport Officer,
Madurai