

Complaints/Grievances Received by Pride (Excluding Missions)				
Complaints/Grievances Type	2023	2024	2025	Total Count
Appointments not honored by the Passport Official	1884	1387	1935	5206
Appreciation	304	238	361	903
Bad Behaviour by Customer Care Executive (CCE)	131	97	108	336
CCE unreachable during working time	168	124	126	418
Complaint Against a Police Officer	1095	970	1257	3322
Delay in granting appointment date at PBO/ PSK	2317	1501	1486	5304
File lost by Passport Office (PO)	239	236	226	701
Incorrect Details in Passport	994	904	1115	3013
Incorrect/Insufficient details provided by CCE	191	131	193	515
Information sought from the website is not available	269	275	365	909
Interactive Voice Response (IVR) Related issues	8	10	9	27
Non acceptance of Passport Application and documents at Portal	232	214	301	747
Non acceptance of passport application and documents at PO	338	326	336	1000
Non acceptance of passport application and documents at PSK	807	754	805	2366
Passport Application not accepted at Granting Counter	2009	1536	1754	5299
Passport Application not accepted at Verification Counter	2151	1675	2259	6085
Passport dispatched but not received	1847	1630	1878	5355
Passport Granted but not printed	4483	3885	5669	14037
Passport lost in dispatch	92	134	107	333
Passport Seva website is working slow	21	37	48	106
Passport Seva website not working	220	498	672	1390
Problem in attaching documents	225	115	152	492
Problem in retrieving file during the second session	94	103	207	404

Greivance Type	2023	2024	2025	Total Count
Problem in uploading of the form	199	184	272	655
Police Verification Report (PVR) not completed	9955	9272	10472	29699
PVR received but passport not issued	18846	13585	14539	46970
Quality of booklet received not satisfactory	220	169	296	685
Suggestion	1370	1243	1557	4170
Website not updated	389	426	445	1260
Any Other	68038	57916	65072	191026
Total	119136	99575	114022	332733