

## **Public Service Delivery in Nepal: A Case of Passport Distribution from Passport Department, Kathmandu**

**Hari Bhakta Shahi, Ph.D.**  
Associate Professor  
haribhaktashahi7@gmail.com  
Public Administration Campus, T.U

---

### **Abstract**

*Public service delivery is providing goods and services to the people. Public service delivery is provided to the people by creating institution, developing system and needs of the people. Government of Nepal (GoN) created different ministries, departments and agencies to provide public services to the citizen. To provide public service delivery GoN created policies, Act, rules and regulations. This study concern to passport distribution service delivery which is systematized through passport act, rules and regulation. Passport are distributed from DoP, 77 districts and 39 diplomatic mission. In the year 2010 to 2021 total number of passport distributed were 7,037,320 citizens in which 22.10 percent of were females, and 77.90 percent of were males. Thus male were more provided service delivery in terms of passport distribution. DoP 2021 showed that, total of 553258 passport were distributed in that year in which 162,954 passport have been applied and distributed from DOP, 298,367 were applied and distributed from the districts, and 91,937 were applied and distributed from the missions abroad. This showed that service delivery at district level are higher.*

---

**Key Words:** *service delivery, target groups, survival, seekers, diplomatic mission, renewal*

Received: 7 october,2022 Revision Accepted: 18 november, 2022 Published: 12 December, 2022

### **Introduction**

A public service is an activity of the state, which has some elements of intangibility associated with it, which involves crucial interaction with citizens (Pathak and Jyawali, 2059:565). Public services are needed for quality of life, equality, and increased standards of the people. The government provides public services. Public service delivery is providing goods and service to the people.

There are various types of public services. Mainly they are divided into six groups: basic services, development services, utility services, welfare services, infrastructure services, promotional services, and relax able services. Similarly, services are mainly categorized into fourteen subjects in Nepal

---

such as health services, education services, socially welfare services, agriculture services, forestry and land protection services, home services, irrigation services, electricity services, telephone services, transport services, land services, industrial and business services, banking services, and tax-revenue services (Bista, 2069-70). It covers public service to be provided to the citizens.

Public services are mainly categorized into three types: administrative services, goods-services, and facilitation services. Public service delivery is a process through which organizations concerned are supposed to provide goods or services to their target groups. System development and resources are must to deliver services. Services are provided effectively to the people, effective services delivery is possible by decentralization, coordination, and effective decision making (Upadhyay, 2007:21).

According to Adam Smith, those public institutions and those public works which are such a nature that the profits could never repay their expenses to any individual or small number of individuals and which it cannot expected therefore, that any individual or small number or individual could ever correct or maintain. Public service cannot be provided for private gain. Those services, which are vital to the survival of the community, are called public services. For example, providing internal safety and security, ensuring the vulnerable and weaker sections of society to resources and services via re-construction of the policies; Public Services Delivery System is must. Maintaining economic stabilization to meet the goal of sustainable development is also called public service. Public sector ensures various goods and services to the citizens.

Government of Nepal created various ministries, departments and agencies to provide public services to the citizen. But there seems to be many variables influencing against the delivery of efficient public services. Few amongst variables militating against efficient delivery of services in the public sector are corruption, insufficient funding, weak of government policies implementation, government instability, fluidity, bad attitude, delay, weak leadership, effect of Nobel Corona Virus (Covid-19) and so on. These variables need to be thoroughly studied, if efficient and effective social/welfare services are to be delivered by the government. This study focus on public service delivery of passport department as distribution of passport to the Nepali citizens.

### **Statement of the Problem**

Public service delivery is providing goods and services to the people. Public service delivery is provided to the people by creating institution, developing system and needs of the people. In developing country like Nepal public service delivery is highly debated. Government institution are created but the role and function of service provider is not satisfactory. People blame service provider as being unethical, delay, bad attitude and so on. Passport department provides service delivery as passport distribution to the citizen of Nepal. Passports are essential document for international travel and international job opportunity. Similarly passport are essential for diplomatic job holders, foreign students and special visiting. The importance of passport is increasing in the modern age because of highly developed technology, movement, migration and concept of world as

---

global village. In the past passport are essential only for politician, diplomat and business man. But now a days common people also demanding passport for the foreign employment. Similarly temporary migration is highly common in the recent age. So, passport is highly necessary document. In this context this study raises main research issues as how passport are distributed to the people? The other specific issues are given below as:-

- What is the alternative passport delivery system developed in Department of passport?
- How many passport are distributed by Department of Passport?
- How many passport are distributed by Diplomatic mission?
- How many passport are distributed by District level?

### **Objectives of the Study**

Public service delivery is a process by which organizations are required to provide goods and services to the target people. It is a mechanism of providing benefit to the people. Basically, PSD identifies three important aspects as: Organizational arrangement, Arrangement of rules, regulation and procedures as well as Quality of goods and services.

Passport distribution is main service delivery of department of passport. As passport is necessary document for the traveler, employer, diplomat and very important person (VIP). It must be provided to them by the systematic, regular and scientific process. Citizen wants fast service delivery so department of passport developed systematic process and criteria for the distribution of passport.

Through this study, it was aimed that a preliminary performance information of the DOP would be measured. Performance information can motivate organizations and there service delivery units to plan and deliver in accordance with citizen needs. Further, it could better inform the service seekers and decision makers to hold the organization accountable for effective and efficient plan execution. (Helvetas, 2020).

A data driven management and public service delivery would enable us to identify the major choke points in the service delivery protocol. Through this study, it had been hoped that such service delivery bottlenecks could be identified. Further, any organization is as good as it's human resources. An efficient and effective organization requires a similarly efficient and effective as well as skilled human resources. In this context this study tries to find out passport distributed service delivery to the people? The specific objective of the study are given below as:-

- To over view the alternative passport delivery system developed in Department of passport.
  - To find out number of passport distributed by Department of Passport
  - To find out number of passport distributed by Diplomatic mission
  - To find out number of passport distributed by District level
-

## Literature Review

The literature in this study are concern to the institution under government of Nepal such as; Department of Passport (DOP), Current State of Service Delivery, Cost of Service, Time of Service, Volume of Service and issues related to service delivery of passport application -distribution. These literature review are highly related to the study and described briefly below.

### a. Department of Passport

The Department of Passports (DoP), a Department under Ministry of Foreign Affairs of the Government of Nepal, issues passports to Nepalese citizens and Travel Documents to legally eligible persons in accordance with the Passport Act 2019, Passport Rules 2020, Passport Directives 2067, ICAO standard and other related government rules and regulations. The Department was established on 26 January 2012 (2068/10/12 B.S.). Prior to that, Passport Section under the Protocol Division of the Ministry was assigned with the passport and travel document related functions until the establishment of Central Passport Office (CPO) on 25 May 2010 (2067/02/11 B.S.). As per the Rules of Business Allocation of the Government of Nepal, MoFA has been assigned with the responsibilities of issuing Passports to Nepalese citizens and Travel Documents to legally eligible persons. As the demand for passports began to soar rapidly along with the requirement to migrate to machine readable passports, a separate Department was deemed necessary to effectively deliver passport services to the public. This led to the establishment of Department of Passports as a separate organization under MOFA. Department of Passports is committed to providing transparent, efficient, responsive, prompt, predictable and secure service to its service-seekers.(DOP,2020)

DOP is entrusted with the passport application and distribution, predictable, trustworthy, transparent and accountable manner in accordance with public interest and prevailing laws; and issuance of passport and travel documents pursuant to the specifications and standards determined by International Civil Aviation Organization (ICAO) from time to time. DOP is authorized to issue internationally recognized passport and travel documents pursuant to standards specified by ICAO making passport application and distribution more effectively. Ministry of Foreign Affairs extended DOP specially for the management of passport application and distribution timely and systematically.

### b. Current State of Service Delivery

The main service delivery of DOP are passport application, processing, checking and distribution.

The process of passport distribution from the Department are as follow (Passport Regulation 2020,):

- Emergency Passport Service Delivery with the option of one day, two day, and three day service from the Department premises (Emergency section)
- Processing, manufacturing, and dispatch of passports based on applications received from all districts of Nepal. (District section)
- Processing, manufacturing, and dispatch of passports based on applications received from all diplomatic mission of Nepal (Mission section)

The process of getting a passport from the Department in general for all the above services are as follow (Passport Act, 2019):

---

- Fill up the form online at Nepalpassport.gov.np
- If it is the first time getting the passport, then get the District Verification (DV) of your citizenship or minor ID card. If DV is different from the district of citizenship, then supporting documents to justify the difference is required, such as migration certificate, marriage certificate.
- Go to the concerned service center (Department premise, district, or mission) for live enrollment to provide your biometric details
- Take the original citizenship, passport (if you have) and their copies
- Once at the service center, verify the details from a verification officer, pay the designated revenue, and enroll your biometric details at the live enrollment station
- Come at the designated date to get the passport

#### **c. Cost of Service**

Target people categorized into 3 parts as (i) paying client; they purchase services by paying charge (ii) Obligatory clients: Those clients for whom the government must provide services. Example: peoples arrested by government but they are also cared by the government as providing lodging and foding. (iii) Beneficiary Clients: Weak, vulnerable and marginalized for whom the state has to offer. Department of passport provide service delivery as paying client but payment is flexible. The criterial of passport service delivery are as follows (DOP, 2020)

- If you are applying from the district, the cost of getting a new passport or a renewed one is Rs. 5,000.
- If you are applying from the department, the cost is Rs. 10,000 (three day), Rs. 12,000 (two day), and Rs. 15,000 (one day)
- While applying within Nepal, if your passport was lost or damaged then additional Rs. 5000 will be charged.
- If your passport has an typographical error or otherwise, then if the error is made by the Department or the Service center, a new passport will be issued without any cost, if the concerned person comes within a year of the issue date of the passport.
- If the error is made due to the concerned individual, then a new is issued at Rs 5000.
- As for the cost of service from Nepali missions, the concerned mission has their own cost structure.

#### **d. Time and Volume of Service**

Public service delivery is continuous and regularity process of what, when, how, where and who of the services. Government has to provide various services to the citizens timely. These services must be systematic and scientific. The focus of PSD is the need of the customers or target groups. In the Department premises, the time of service delivery is one day, two day, or three day. As for the districts, the passports are dispatched every two weeks. As for the missions, the passports are dispatched once every month. At the districts and missions, the schedule of delivery of passports is determined by the respective service center.

---

At the department premises, on an average there are 600 to 800 service seekers per day. But there are days, when there are more than 800 service seekers with almost 1400 service seekers a day for emergency service.

#### **e. Major Issues of Service Delivery**

Department of passport distributed passport from department, 77 district and 39 mission. Alternative passport service delivery from 77 district are distributed. Similarly 29 mission are also actively distributing passport service delivery from the diplomatic mission. Although services are provided creating alternative service delivery system there are few limitations. People are not satisfy with the passport service delivery because of delay service delivery. Similary technology of the department is not highly advanced so error in passport printing is another limitations of passport service delivery. The major issues regarding the service delivery at the department can be listed as follows (DOP, 2020):

##### **i. Lack of user friendly guidelines to citizens.**

Even though DoP have all the required information in the website and all service centers, these information are mostly in textual form which is difficult to follow. So, many of the service seekers come with incomplete documentation which delays their service.

##### **ii. Lack of an effective response to phone calls and emails**

The department lacks a separate unit to handle queries received via phone or emails. This has resulted in many grievances from the public that the department is not responsive.

##### **iii. Lack of effective and efficient line management**

The line management system is still traditional without any automated token system, and facilities for waiting room is also very limited. So, the service seekers need to wait in line for many hours (between 6 to 12 hours based on the type of service)

##### **iv. Overworked Staff**

Due to the cuts in the number of staff a few years ago, the Department has around 90 staff across its all units inside the premise. Due to the increasing number of service seekers, the frontline staff are overworked and under high stress.

#### **Research Methodology**

This study is based on descriptive research design. Data are presented in the table and described. Mainly secondary data are used in the study. Secondary data were collected from department of passport.

#### **Data Presentation and Analysis**

Secondary data were collection from Department of Passport. Data related to passport distribution in 2018, 2019, 2020 and 2021 were tabulated. These data analyzed using descriptive statistics.

#### **Passport Application-Distribution Services**

Government of Nepal distributing passport from DoP, district and mission for the effective service to the people. Government of Nepal choose alternative passport distribution from the 77 district of Nepal. Similarly different mission also providing passport to the Nepali people. Passport is significant document in the modern period so government distribute passport and renew from 77 district DoP and different mission of Nepal to provide effective public service delivery. In the year

---

2010 to 2021 total number of passport distributed were 7,037,320 which are summarized in the table below as:-

**Table No. 1 Passport Application- Distribution Services**

<b>Year</b>	<b>DoP</b>	<b>District</b>	<b>Mission</b>
2010	1,113	-	-
2011	271,756	64,599	3,579
2012	190,374	269,643	9,764
2013	281,648	328,605	61,413
2014	553,553	530,783	256,506
2015	333,029	496,933	285,506
2016	231,546	427,944	40,130
2017	183,552	320,749	15,111
2018	185,061	334,430	12,043
2019	193,126	346,969	11,283
<b>2020</b>	74,601	142,847	25,866
<b>2021</b>	162,954	298,367	91,937
<b>Grand Total</b>	<b>2,662,313</b>	<b>3,561,869</b>	<b>813,138</b>

Source: DoP 2010-2021

Above table showed that of 7037320 were produced, 2,662,313 have been applied and distributed from DOP, 3,561,869 were applied and distributed from the districts, and 813,138 were applied and distributed from the missions abroad. This showed that service delivery at district level are higher. The average passport application and distribution from the district level were 296822. The average passport application and distribution from the department of passport were 221859. The average passport application and distribution from the mission were 67762.

### **Monthly Passport Application- Distribution in 2018**

Department of passport is central office for the application and distribution of passport service delivery. District and mission are alternative offices to provide passport application and distribution service delivery. In this context 531,534 passport services are applied and distributed in the year 2018. The passport application and distribution in the year 2018 and its twelve month are summarized and tabulated below as:-

**Table No. 2 Monthly Passport Application- Distribution in 2018**

<b>Month</b>	<b>DoP</b>	<b>District</b>	<b>Mission</b>
Jan	16,578	32,373	1,426

## INNOVATIVE RESEARCH JOURNAL Vol.:1, Issue: 1, 2022

Feb	16,634	33,303	1,071
Mar	18,098	25,375	951
Apr	13,486	24,563	1,069
May	18,642	28,071	886
Jun	16,251	29,133	1,120
Jul	14,841	25,268	1,148
Aug	14,850	30,350	921
Sep	13,451	28,264	947
Oct	10,335	19,826	909
Nov	15,228	25,462	757
Dec	16,667	32,442	838
<b>Total</b>	<b>185,061</b>	<b>334,430</b>	<b>12,043</b>

Source: DOP, 2018

Above table showed that 185,061 passport have been applied and distributed from DOP, 3,34,430 were applied and distributed from the districts, and 12,043 were applied and distributed from the missions abroad. This showed that service delivery at district level are higher. The average passport application and distribution from the district level were 27869. The average passport application and distribution from the department of passport were 15421. The average passport application and distribution from the mission were 1003.

### Monthly Passport Application -Distribution in 2019

Department of passport is central office for the application and distribution of passport service delivery. District and mission are alternative offices to provide passport application and distribution service delivery. In this context 551,378 passport services are applied and distributed in the year 2019. The passport application and distribution in the year 2019 and its twelve month are summarized and tabulated below as:-

**Table No. 3 Monthly Passport Application -Distribution in 2019**

Month	DoP	District	Mission
January	14580	36038	983
February	14698	31651	880
March	14975	23764	1017
April	11638	26642	850
May	15434	27166	908
Jun	15102	26155	802



## INNOVATIVE RESEARCH JOURNAL Vol.:1, Issue: 1, 2022

July	13476	27227	1084
August	13888	25379	1011
September	15124	26136	947
October	23195	20783	949
November	22998	37702	894
December	18018	38326	958
<b>Total</b>	<b>193,126</b>	<b>346,969</b>	<b>11,283</b>

Source: DOP, 2019

Above table showed that, 193,126 have been applied and distributed from DOP, 346,969 were applied and distributed from the districts, and 11,283 were applied and distributed from the missions abroad. This showed that service delivery at district level are higher. The average passport application and distribution from the district level were 28914 .The average passport application and distribution from the department of passport were 16093. The average passport application and distribution from the mission were 940.

#### Monthly Passport Application - Distribution in 2020

Department of passport is central office for the application and distribution of passport service delivery. District and mission are alternative offices to provide passport application and distribution service delivery. In this context 243,314 passport services are applied and distributed in the year 2020. The passport application and distribution in the year 2020 and its twelve month are summarized and tabulated below as:-

**Table No. 4 Monthly Passport Application- Distribution in 2020**

Month	DoP	District	Mission
January	16,593	29,982	1,280
February	15,521	26,837	1,420
March	6,927	19,242	1,109
April	2	0	9
May	73	1,346	369
Jun	1,418	1,952	1,904
July	1,492	5,798	2,760
August	893	2,901	2,197
September	3,300	5,942	3,120
October	5,392	9,310	2,120
November	8,852	16,805	4,043

December	14,138	22,732	5,535
<b>Total</b>	<b>74,601</b>	<b>142,847</b>	<b>25,866</b>

Source: DOP, 2020

Above table showed that, 74,601 have been applied and distributed from DOP, 142,847 were applied and distributed from the districts, and 25,866 were applied and distributed from the missions abroad. This showed that service delivery at district level are higher. The average passport application and distribution from the district level were 11903. The average passport application and distribution from the department of passport were 6216. The average passport application and distribution from the mission were 2155.

### Monthly Passport Application - Distribution in 2021

Department of passport is central office for the application and distribution of passport service delivery. District and mission are alternative offices to provide passport application and distribution service delivery. In this context 553,258 passport services are applied and distributed in the year 2021. The passport application and distribution in the year 2021 and its twelve month are summarized and tabulated below as:-

**Table No. 5 Monthly Passport Application - Distribution in 2021**

<b>Month</b>	<b>DoP</b>	<b>District</b>	<b>Mission</b>
January	14,830	25,380	5,119
February	14,064	25,333	5,359
March	15,235	37,898	7,626
April	11,250	25,182	7,872
May	610	8,777	6,163
Jun	2,783	2,258	7,828
July	13,864	13,578	6,604
August	21,406	23,634	8,171
September	24,363	31,830	8,904
October	19,522	38,278	8,734
November	17,269	34,006	10,656
December	7,758	32,213	8,901
<b>Total</b>	<b>162,954</b>	<b>298,367</b>	<b>91,937</b>

Source: DOP, 2021

Above table showed that, 162,954 have been applied and distributed from DOP, 298,367 were applied and distributed from the districts, and 91,937 were applied and distributed from the missions abroad. This showed that service delivery at district level are higher. The average passport application and distribution from the district level were 24863. The average passport application and

distribution from the department of passport were 13579. The average passport application and distribution from the mission were 7661.

### **Lost, New and Renewal Passport from 2010 to 2021**

Passport were distributed from DOP, district and mission for the effective service delivery to the people. Sometime passport were lost by the individual. Similarly the passport date is expired. The valid date of passport is ten years. New people are also interested to traveler, foreign employment, new diplomats are appointed, and new politicians are elected. They also apply to get passport. The total of passport distributed were 7,037,320. This passport were sum total of lost passport plus new passport and renewal passport which are tabulated below as:-

**Table No. 6 Lost, New and Renewal Passport**

<b>Year</b>	<b>Lost</b>	<b>New</b>	<b>Renewal</b>	<b>Destination</b>
<b>2010</b>	6	896	211	DOP
<b>2011</b>	10,360	243,581	17,815	DOP
	3,000	57,803	3,796	District
	1,584	836	1,159	Mission
<b>2012</b>	2,401	160,453	27,520	DOP
	14,947	238,056	16,640	District
	2,086	1,271	6,407	Mission
<b>2013</b>	10,439	200,125	71,084	DOP
	13,621	269,063	45,921	District
	2,022	1,902	57,489	Mission
<b>2014</b>	20,169	263,306	270,078	DOP
	13,372	330,050	187,361	District
	2,269	2,224	252,013	Mission
<b>2015</b>	18,316	161,505	153,208	DOP
	16,470	300,184	180,279	District
	3,904	2,579	279,023	Mission
<b>2016</b>	20,642	153,399	57,505	DOP
	18,943	317,429	91,572	District
	6,747	2,164	31,219	Mission
<b>2017</b>	23,182	128,764	31,606	DOP
	17,042	262,451	41,256	District
	4,999	2,451	7,661	Mission
<b>2018</b>	26,516	132,006	26,539	DOP
	17,647	287,145	29,638	District
	4,291	2,705	5,047	Mission
<b>2019</b>	27,262	137,131	28,733	DOP
	18,469	303,220	25,280	District
	3,410	2,835	5,038	Mission
<b>2020</b>	11,257	47,810	15,534	DOP

	8,054	123,051	11,742	District
	3,523	2,828	19,515	Mission
<b>2021</b>	22,465	93,795	46,694	DOP
	12,980	251,293	34,094	District
	9,183	3,816	78,938	Mission
<b>Total Passport</b>	<b>391,578</b>	<b>4,488,127</b>	<b>2,157,615</b>	<b>7,037,320</b>

Source: DoP, 2020

Until December 2021, total number of passports that were applied was 7,037,320. On an average 586,443 passports were applied and distributed every year. Over these 12 years, four years from 2013 to 2016 were the years with the highest numbers of applicants with total numbers of applicants being above average. Highest number of passport was applied in the year 2014 followed by 2015.

Total of 70,37,320 passports that were applied, 391,578 applications were made for lost passport, 4,488,127 were made for the new passport, and 2,157,615 were made for renewal of passport.

Therefore, around 5.56 percent of the applications were made for lost passport, 63.78 percent of the applications were made for new passport, and 30.66 percent of the applications were made for the renewal of passport.

### **Gender Wise Passport Application -Distribution from 2010 to 2021**

Passport are distributed to all the people of country. Gender wise people are divided into male, female and others. The total of passport distributed were 7,037,320. This passport were sum total of male, female and others which are tabulated below as:-

**Table No. 7 Gender Wise Passport Application and Distribution**

<b>Year</b>	<b>Female</b>	<b>Male</b>	<b>Other</b>	<b>Destination</b>
<b>2010</b>	267	846	-	<b>DOP</b>
<b>2011</b>	45,740	226,016	-	<b>DOP</b>
	13,200	51,399	-	<b>District</b>
	739	2,840	-	<b>Mission</b>
<b>2012</b>	37,097	153,277	-	<b>DOP</b>
	35,087	234,556	-	<b>District</b>
	1,922	7,842	-	<b>Mission</b>
<b>2013</b>	53,750	227,898	-	<b>DOP</b>
	43,561	285,044	-	<b>District</b>
	7,423	53,990	-	<b>Mission</b>
<b>2014</b>	82,342	471,211	-	<b>DOP</b>
	71,429	459,354	-	<b>District</b>
	31,848	224,658	-	<b>Mission</b>

## INNOVATIVE RESEARCH JOURNAL Vol.:1, Issue: 1, 2022

<b>2015</b>	62,714	270,309	6	<b>DOP</b>
	85,886	411,043	4	<b>District</b>
	36,694	248,811	1	<b>Mission</b>
<b>2016</b>	53,282	178,260	4	<b>DOP</b>
	87,307	340,634	3	<b>District</b>
	6,784	33,346	-	<b>Mission</b>
<b>2017</b>	51,609	131,941	2	<b>DOP</b>
	79,483	241,263	3	<b>District</b>
	3,724	11,387	-	<b>Mission</b>
<b>2018</b>	62,967	122,093	1	<b>DOP</b>
	117,491	216,937	2	<b>District</b>
	4,182	7,861	-	<b>Mission</b>
<b>2019</b>	78,707	114,418	1	<b>DOP</b>
	158,448	188,516	5	<b>District</b>
	4,860	6,423	-	<b>Mission</b>
<b>2020</b>	29,230	45,370	1	<b>DOP</b>
	58,267	84,578	2	<b>District</b>
	7,066	18,800	-	<b>Mission</b>
<b>As of Dec, 2021</b>	41,833	121,119	2	<b>DOP</b>
	86,271	212,093	3	<b>District</b>
	14,233	77,700	4	<b>Mission</b>
<b>Total Passport</b>	<b>1,555,443</b>	<b>5,481,833</b>	<b>44</b>	<b>7,037,320</b>

---

Source: DoP, 2020

Over these 12 years, four years from 2013 to 2016 were the years with the highest numbers of applicants with total numbers of applicants being above average. Highest number of passport was applied in the year 2014 followed by 2015.

Total of 7037320 passport applied, 1,555,443 applications were made by females, 5,481,833 were made by males, and 44 were made by persons of other gender. Therefore, around 22.10 percent of the applications and distribution were females, 77.90 percent of the applications and distribution of passport were males. This showed that male were more provided service delivery in terms of passport distribution.

**Passport Application- Distribution from Mission**

---

Passport are distributed from the 39 diplomatic mission of Nepal in various countries. The total of passport distributed from diplomatic mission were 813,138 from 2010 to 2021. The distribution of passport various diplomatic mission are tabulated below as:-

**Table No. 8 Passport Application and Distribution from Mission**

Mission Name	Total	Percent
Canberra	29822	3.6675
Manama	12786	1.572
Brussels	3227	0.3968
Dhaka	540	0.0664
Brasilia	279	0.0343
Ottawa	4658	0.5728
Geneva	1485	0.1826
Beijing	1077	0.1324
Guangzhou	1813	0.2229
Chengdu	4	0.00049
Denmark Hellerup	5226	0.6426
Cairo	1509	0.1855
Spain	1317	0.1619
Paris	8017	0.9859
London	39629	4.873
Berlin	4541	0.5584
Hong Kong	25083	3.0797
New Delhi	1853	0.2155
Kolkata	199	0.0244
Tel Aviv	6281	0.7724
Jeddah	24506	3.0137
Tokyo	21537	2.6486
Seoul	12829	1.5777
Kuwait City	33532	4.1237
Colombo	1377	0.1693
Lhasa	3037	0.3734
Yangon	458	0.05632
Kuala Lumpur	146772	18.05
New York	10954	1.3471
Muscat	6105	0.7507
Islamabad	685	0.0842
Doha	142206	17.4885
Moscow	879	0.1080
Riyadh	126031	15.4993
Bangkok	8588	1.0561
Abu Dhabi	92672	11.3968

Washington Dc	28461	3.5001
Vienna	1062	0.1306
Pretoria	743	0.0913

---

Source: DOP, 2020

Above table showed that Malaysia and Gulf countries diplomatic mission where Nepali migrant workers are highly presented had been getting more passport service delivery. Malaysia demands first position on Nepali migrant workers therefore KUALA LUMPUR diplomatic mission covered 18 percent passport distribution among 39 diplomatic mission. Other diplomatic mission where there were not Nepali migrant workers so diplomatic mission do not have to provide passport service delivery too much.

### **Finding of the Study**

Government of Nepal distributing passport from DOP, 77 district and 39 mission for the effective service delivery to the people. In the year 2010 to 2021 total number of passport distributed were 70,37,320 of them 26,62,313 have been applied and distributed from DOP, 35,61,869 were applied and distributed from the districts, and 8,13,138 were applied and distributed from the missions abroad. This showed that service delivery at district level are higher. The average passport application and distribution from the district level were 296822. The average passport application and distribution from the department of passport were 221859. The average passport application and distribution from the mission were 67762.

In the year 2018 total of 531534 passports are distributed in which 185,061 passport have been distributed from DOP, 3,34,430 distributed from the districts, and 12,043 were distributed from the missions abroad.

In the year 2019 total of 551378 passports are distributed in which 193,126 passport have been distributed from DOP 3,46,969 distributed from the districts, and 11283 were distributed from the missions abroad.

In the year 2020 total of 24314 passports are distributed in which 74601 passport have been distributed from DOP, 28914 distributed from the districts, and 940 were distributed from the missions abroad.

In the year 2021 total of 5533258 passports are distributed in which 162954 passport have been distributed from DOP, 288367 distributed from the districts, and 91937 were distributed from the missions abroad.

Total of 70, 37,320 passports that were applied, 391,578 applications were made for lost passport, 4,488,127 were made for the new passport, and 2,157,615 were made for renewal of passport. Therefore, around 5.56 percent of the applications were made for lost passport, 63.78 percent of the applications were made for new passport, and 30.66 percent of the applications were made for the renewal of passport. Therefore, around 22.10 percent of the applications and distribution were females, 77.90 percent of the applications and distribution of passport were males. This showed that male were more provided service delivery in terms of passport distribution.

---

Malaysia demands first position on Nepali migrant workers therefore Kuala Lumpur diplomatic mission covered 18 percent passport distribution among 39 diplomatic mission.

## Conclusion

Citizens that the Department is dealing with are very patient and cooperative. Despite their numerous grievances, they understand the difficulties that the department face. Although, the frontline staff need to bear with the complaints of these service seekers, at the end of the day, all service seekers get their passport. At the same time, the Department has been flexible in terms of required documentation, for example, if the applicant does not have verification document, the Department uses fax and email or even phone call to get the document from the concerned district without sending the individual back. Similarly, many other flexibilities have been made. However, the main issue has been the long waiting period inside the department premises which not only is an issue of the service seeker but for the staff at the department. Department of passport distributed passport from 77 district and 39 mission for the alternative service delivery. Service delivery at the district level is first position. Similarly service delivery from DoP is second position and service delivery from mission is last position. Similarly male are getting more service delivery then female. Kuala Lumpur diplomatic mission is more providing passport service delivery then other mission.

## References

- Bista, Balgobinda, 2069, *Contemporary Issues In Public Affairs Management (In Nepali)*, Kathmandu, Pairabi Prakashan.
- Department of Passport, 2018 unpublished data, Kathmandu.
- Department of Passport, 2019 unpublished data, Kathmandu.
- Department of Passport, 2020 unpublished data, Kathmandu.
- Department of Passport, 2021 unpublished data, Kathmandu.
- Helvetas 2020, *Data Driven Service Delivery*. Bern, Helvetas.
- Pathak, Pratap Kumar and Gyawali, Krishna, 2059 *PAAN Journal. Effective public service delivery challenges and opportunities*, Kathmandu, PAAN Volume: 14 and 15 P: 565-583.
- Law Book Management Committee, 2019 *Passport Act*, in *Passport-Act-2019.pdf* (lawcommission.gov.np) visited on 17, Apr, 2022.
- Law Book Management Committee, 2020 *Passport Regulation*, in *Passport-Regulation-2020-2077.pdf* (lawcommission.gov. np) visited on 18, Apr, 2022.
- Upadhyay, S. M., 2007 *Administrative Souvenir, Delivery System*, Kathmandu free student union, vol. IV, p 21-23
-