Passport India

Transforming Citizen Service Delivery

पासपोर्ट
PASSPORT

सत्यमेव जयते

भारत गणराज्य
REPUBLIC OF INDIA

All Indian citizens who depart or intend to depart from India are required to be in possession of a Passport or travel document. Indian Passports and travel documents are issued under Passports Act promulgated on the 24th June 1967. The day is now marked as Passport Seva Divas.

भारत गणराज्य REPUBLIC OF INDIA

इसके द्वारा, भारत गणराज्य के राष्ट्रपति के नाम पर, उन सभी से जिनका इससे संबंध हो, अनुरोध एवं अपेक्षा की जाती है कि वे धारक को बिना किसी रोक–टोक के स्वतंत्र रूप से आने–जाने दें, और उसे हर तरह की ऐसी सहायता और सुरक्षा प्रदान करें जिसकी उसे आवश्यकता हो ।

THESE ARE TO REQUEST AND REQUIRE IN THE NAME OF THE PRESIDENT OF THE REPUBLIC OF INDIA ALL THOSE WHOM IT MAY CONCERN TO ALLOW THE BEARER TO PASS FREELY WITHOUT LET OR HINDRANCE AND TO AFFORD HIM OR HER, EVERY ASSISTANCE AND PROTECTION OF WHICH HE OR SHE MAY STAND IN NEED.

भारत गणराज्य के राष्ट्रपति के आदेश से
BY ORDER OF THE PRESIDENT
OF THE REPUBLIC OF INDIA

Passport Seva

One of the **largest Mission Mode Projects** under the **National e-Governance Plan** (NeGP). The project has been implemented by the Ministry of External Affairs in Public-Private Partnership with Tata Consultancy Services.

सत्यमेव जयते

Vision

"To deliver all Passport-related services to the citizens in a timely, transparent, more accessible, reliable manner & in a comfortable environment through streamlined

processes and committed, trained & motivated workforce."

01

Transformation In Citizen Delivery

Process Simplification

- Online form filing
- Online payment
- Appointment based single visit to Passport Seva Kendra (PSK)

Transparency

- Granting decision in front of the applicant
- Acknowledgement slip on process completion at PSK
- Real time status tracking

Efficiency

- End-to-end streamlined and automated processes
- Integration with external stakeholders resulting in speed and complete visibility of process execution
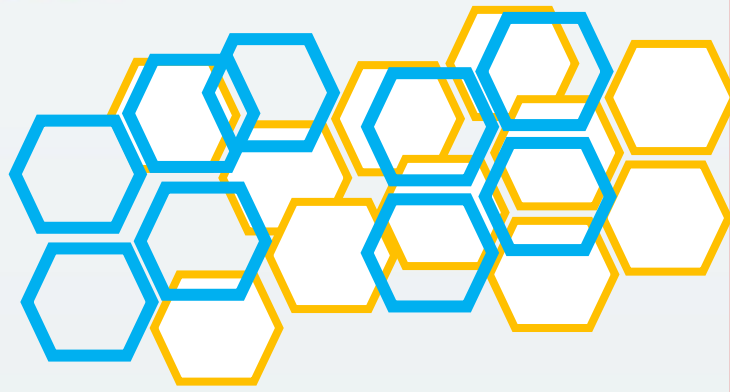- Integration with Police

Security

- Biometr
- Digital s actions
- Online v
- Complex algorithm than one

Single Data Source

Single data source for all services

Extended Reach for Citizens

- Best-in-class 80+ Passport Seva Kendras

- 39 Passport Issuing Authorities

- Passport Melas during Weekends/ Holidays

- Passport Seva Camps in remote locations

- Online form filling through Common Services Centres

Robust Citizen Feedback and Grievance Management Pro-

ic and role based access control

signatures for non-repudiation of

verification of Aadhar

x demographic de-duplication

n to prevent issuance of more

passport to a citizen

Multiple Communication Channels

- Bi-lingual online portal

- National Call Centre in 17 Languages

- Email based helpdesk

- Mobile App

- SMS Alerts

- Facebook and Twitter

, also includes 100 crore data records brought in from the legacy system

02

Infrastructure & Network

Central Passport Printing Facility

3 Tier Data Centre & Data Recovery Centre

80+ Passport Seva Kendras

39 Passport Issuing Authorities

Universal Access

Network Operation Centre

**Toll Free
24 * 7 Call Centre
1800-258-1800**

**User-friendly Portal
www.passportindia.gov.in**

03 Passport Seva Kendras

Every PSK is designed for citizen convenience and equipped with best-in-class amenities to provide passport services in a comfortable environment.

Photocopy Machine

Helping Staff

Food & Beverages

Internet Kiosks

Comfortable Waiting Lounge

Washrooms

Phone Booth

Mobile Charging Station

Newspaper & Journals

Union Bank of India **ATM**

ATM

Facilities for Differently abled

Drinking Water

Child Care Facility

04 Impact

Social

The project has provided jobs to close to 2500 associates mainly in small towns improving family earnings and social standing

Women Empowerment

The project has hired close to 45% women including 11% in leadership roles

Green Initiatives

Various energy saving initiatives at the Data Centre have helped in annual reduction of 70,000 Kg of the project's carbon footprint

Environment

Savings in paper and fuel have helped in 100+ Million sq ft of annual forest space preservation

05 Change Management

✪**Application Training**

✪**IT & Soft Skills Training**

✪**Passport Seva Divas**

✪**Passport Seva Puraskars**

✪**Productivity Linked Incentive Scheme (PLIS)**

06 Compliant with ISO Standards

The project has been certified against three ISO Standards

ISO 9001:2008

Passport Seva Kendra Operations

ISO /IEC 20000-1:2011

Passport Seva System
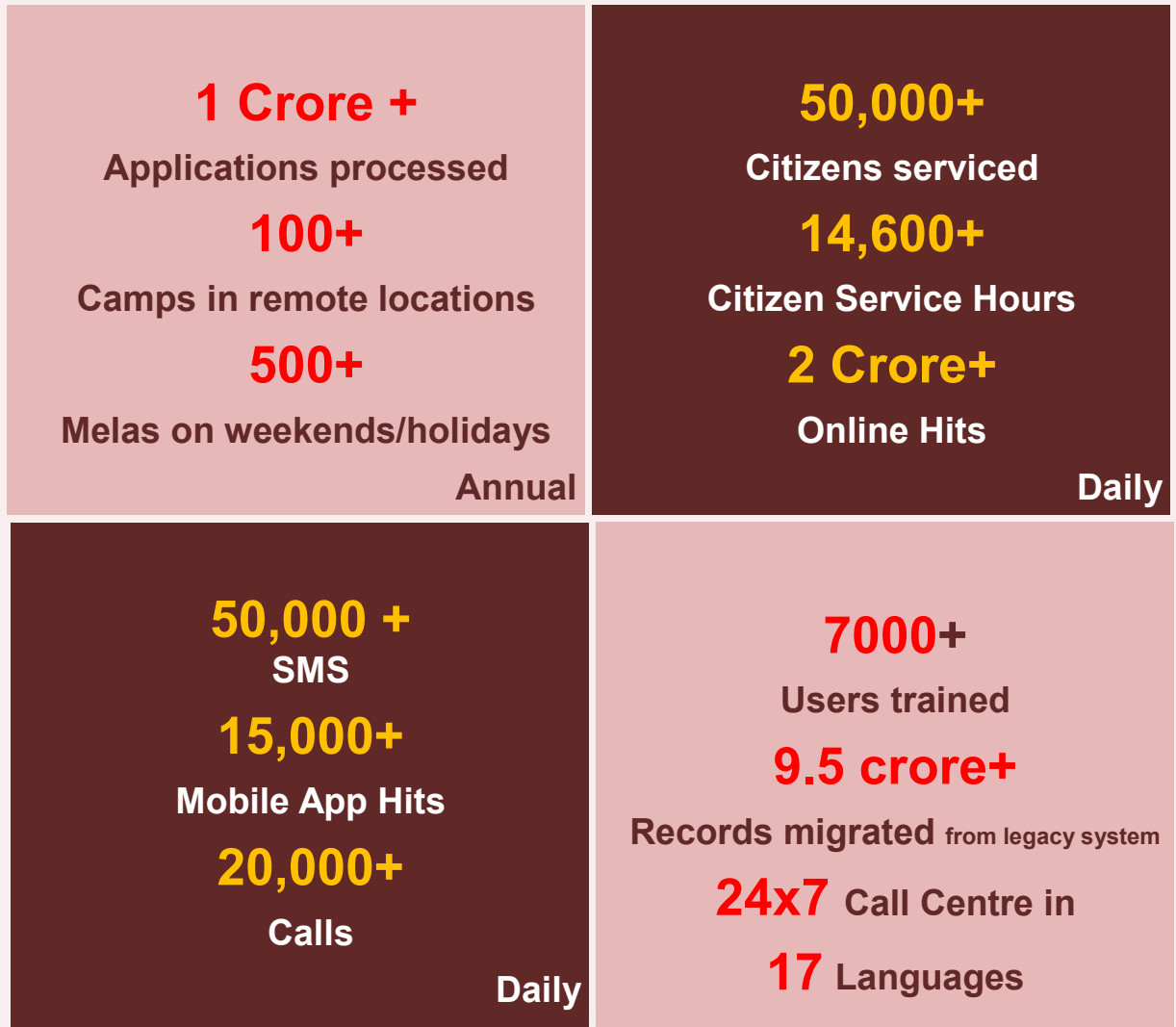
Service Management and Operations

ISO 27001:2013

Passport Seva System

Information Security Management

07 Facts & Figures

1 Crore +

Applications processed

100+

Camps in remote locations

500+

Melas on weekends/holidays

Annual

50,000+

Citizens serviced

14,600+

Citizen Service Hours

2 Crore+

Online Hits

Daily

50,000 +
SMS

15,000+

Mobile App Hits

20,000+

Calls

Daily

7000+

Users trained

9.5 crore+

Records migrated from legacy system

24x7 Call Centre in

17 Languages

08 Awards & Accolades

✪ **National Award for e-Governance, GOLD** for Out-standing Performance in Citizen Centric Service Delivery (2014-15)

✪ **Web Ratna Award, PLATINUM ICON** for Citizen Centric Service (2014)

✪ **Express Technology Sabha eGovernance Award** for Outstanding Performance in Citizen Service Delivery (2014)

✪ **mBillion Special Mention Award** for 'mPassport' mobile Application (2014)

✪ **Secure IT Award** from ELETS India for Information Security (2014)

✪ **Skoch Challenger Award** for Governance(2014)

✪ **eIndia Award of Excellence** under the G2C category (2013)

✪ **CSI Nihilent Technologies e-Governance Award** for excellence (2011-12)

…..and many more recognitions

Ministry of External Affairs
Government of India

National e-Governance Plan
राष्ट्रीय इ-गवर्नेंस योजना

Passport Seva
Service Excellence

In public private partnership with

TATA Consultancy Services

www.passportindia.gov.in

Toll free 24X7 Call Centre : 1800-258-1800