



सत्यमेव जयते

MINISTRY OF EXTERNAL AFFAIRS

**MAKING IT EASY TO TRAVEL**  
**MAKING IT SECURE TO TRAVEL**



MAY 2022

“ The strength and the value of Indian passport has increased. The world sees those holding Indian passport with respect. ”

**Prime Minister Narendra Modi**





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# INTRODUCTION

India is blessed with abundant talent and skills that can be utilized in the global workplace. Our people increasingly travel abroad, whether it is in the quest for education, the search for work or the execution of services. At the same time, travellers and tourists from India have also increased, reflecting our growing interest in other countries and regions.

The Ministry of External Affairs has the responsibility for issuing Passports to Indian citizens. It also renews Passports to those living abroad, while rendering other Consular services that are required for their livelihood and education. Since 2014, it has been the Modi Government's priority to make it easier for the average Indian to obtain and renew Passports, both at home and abroad. This has been done through a series of reforms across the entire chain, starting with more centres for application, easier paper work, faster processing and more efficient delivery.

Indians abroad, whether on a longer-term stay or a short duration visit, are a special responsibility for the Government. It has again been the approach of the Modi Government that we must reach out to Indians in distress, however difficult the circumstances. Sometimes, this has been demonstrated dramatically through



*External Affairs Minister Dr S Jaishankar inaugurating the 7<sup>th</sup> Passport Seva Divas at JNB, New Delhi on June 24, 2019*

rescue and relief operations. But the day-to-day processes to assist Indians are even more important, precisely because they apply everywhere everyday. Expanding resources, reforming their application and changing the mindset and work culture of Embassies abroad have all been part of this change. The usage of digital platforms and tools to this end has been particularly notable.

Today, we can sincerely and proudly state that there has been a real transformation in not only facilitating the travel of Indians abroad but in assisting them at their moment of need. This was graphically demonstrated during the Covid-19 pandemic, including through the organization of the *Vande Bharat Mission*.

Our endeavour would be to constantly improve Passport and Consular services and ensure not only greater ease of travel for all Indians but also greater security of travel.

# PASSPORT SERVICES

## EASE OF APPLYING FOR PASSPORT

The passport issuing process has been made an online procedure, including getting appointments for submission of documents for passports. Effective technical infrastructure is in place to ensure that the Passport Seva system is available for access at all times from any location. The Passport Portal ([www.passportindia.gov.in](http://www.passportindia.gov.in)) is accessible to anyone, anywhere and anytime.

The passport application forms under the PSP have been simplified to make them clearer for the applicants. The passport application portal not only contains a document advisor and fee calculator but also FAQs and Instructions to fill in the form making it citizen friendly.

With a view to address the challenge of digital divide, especially in the rural hinterland, the Ministry in association with CSC e-Governance Services India Ltd. (which is promoted by the Department of Electronics and IT), has facilitated online filing of passport applications, through the vast network of Common Service Centres (CSCs).

## LARGER OUTREACH

**New Passport Seva Kendras:** The Passport Seva Programme (PSP) has been further consolidated and strengthened during this period. Before 2014, 77 Passport Seva Kendras (PSK) were operational in the country. After 2014, 16 new PSK have been established by this Government to take the total number of PSK to 93, including all the States of the North East.

**Post Office Passport Seva Kendras (POPSK):** More important, in January 2017, 'Post Office Passport Seva Kendras' (POPSK) were opened in co-operation with the Department of Posts. 430 POPSK have been opened in the country as on 31<sup>st</sup> December, 2022. The 523 Passport Kendras are functioning as the extended arms of our 36 Passport Offices in the country. We are working closely with the Department of Posts for setting-up new POPSK to take passport services closer to the people in remote places in the country. The Ministry has saved the cost of travelling to the cities by the passport applicant by providing passport services at the doorsteps of the citizens through the opening of these POPSK. We can receive more than 3 crore passport and related applications per annum at these Passport Kendras.

# ENHANCING DELIVERY & ACCESS



**93** Passport Seva Kendras operational

**523** Passport Kendras functioning as the extended arms of **36** Passport Offices



**430** POPSKs operational

Nearly **80,000**

appointments being released to enable faster and wider application process



Members of Parliament and then Secretary (CPV and OIA), Shri Dnyaneshwar Mulya at the inauguration of Post Office Passport Seva Kendra (POPSK) in Kolhapur, March, 2017

**Ease of getting appointments:** Nearly 80,000 appointments are being released to enable the applicants to get appointments at the Passport Kendras with ease. Securing online appointments for submission of passport applications at Passport Kendras has been simplified. The current provision is allowing applicants to choose any appointment date from the earliest five available dates (working days) for scheduling/rescheduling an appointment for passport related services. Earlier, the system used to offer only one available date to the applicant for seeking appointment for passport related services.

**Integration of Indian Missions/ Posts abroad:** The Foreign Ministry has successfully integrated the passport issuance systems in 181 of our Missions/Posts abroad into the PSP to bring the passport issue process in India and abroad on the same platform. This has enabled delivery of passport and passport related services to the Indian Diaspora abroad efficiently.

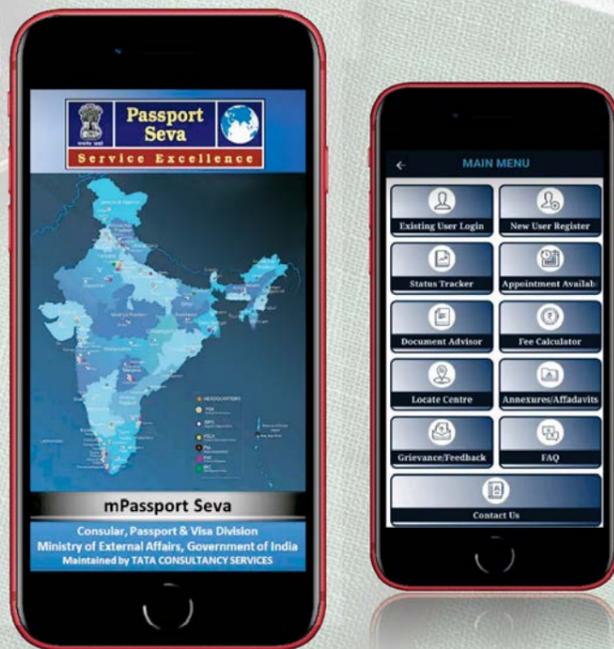
## INITIATIVES UNDER 'DIGITAL INDIA'

### 1. Apply from anywhere in India

An applicant can apply for passport from anywhere in India. This citizen-friendly initiative has enabled applicants to choose the Passport Office (PO) and thus the

# CITIZEN CENTRIC & USER FRIENDLY

- Passport making process, including getting appointments, made online
- Passport Seva system can be accessed 24x7 from any location at [www.passportindia.gov.in](http://www.passportindia.gov.in)
- Simplified application forms
- Document advisor with citizen friendly passport portal
- Online application filing through Common Service Centers (CSC's) in rural areas
- mPassport Seva Mobile App with enhanced features
- Easy and early appointments
- Electronic token on arrival and electronic exit letter at Passport Seva Kendras (PSKs)
- Renewal reminders through SMS to passport holders



desired PSK/ POPSK under the PO where they wish to submit their application irrespective of whether the present residential address specified in the application form lies within the jurisdiction of the selected RPO or not. The Police Verification would be conducted at the address specified in the application form. The passport will be printed and dispatched by the PO selected for application submission by the applicant.

## 2. m-Passport Seva Mobile App

The *mPassport Seva* Mobile App with additional facilities to apply, pay and schedule appointments for passport services is available. Citizens would not require access to a computer and printer to apply for passport services. The *mPassport Seva* App will now support enhanced set of passport services such as:

- (i) New User Registration
- (ii) Sign In to Registered User Account
- (iii) Application form filing to apply for Passport and Police Clearance Certificate
- (iv) Pay for Passport Services
- (v) Appointment Scheduling
- (vi) Application Availability Status
- (vii) Document Advisor
- (viii) Fee Calculator

## 3. Paperless process

The process of sending prior information on appointments through an SMS and email to the applicant has also been introduced. Electronic Token Issuance upon arrival and an electronic 'Exit Letter' after completion of service at the PSK has enabled in providing paperless service, protecting the environment and promoting the green initiatives of 'Digital India'. Such seamless process has helped in increasing the speed of service delivery and reduced public grievances.

## 4. Renewal Reminder

The Ministry is sending two SMS to passport holders before expiry of their passport - one nine months and another seven months before the date of expiry of their passport. This is a citizen friendly initiative and a proactive service delivery measure to a valid passport holder.

# EASIER DOCUMENTATION

- Name of only one parent would suffice
- No Attestation/swearing by/ before any Notary/ Executive Magistrate/ First Class Judicial Magistrate required
- Only self attestation on plain paper
- No requirement of spouse's name – Divorced/Separated women

MEA has integrated passport issuance system in 181 Missions/Posts to bring the process in India and abroad on the same platform



Former External Affairs Minister Late Smt Sushma Swaraj at the event marking the completion of 50 years of Passport Act, 1967 on June 23, 2017

## POLICY CHANGES

In order to streamline, liberalize and ease the process of issue of passport, steps given below have been taken:

## DOCUMENTS IN SUPPORT OF PROOF OF DATE OF BIRTH

As per Passport Rules, 1980, all the applicants born on or after 26/01/1989, in order to get a passport, had, up to 25 December 2016, to mandatorily submit the Birth Certificate as the proof of Date of Birth (DOB). Now, applicants of passports can submit any one of the following documents as the proof of DOB while submitting the passport application:

- Birth Certificate (BC) issued by the Registrar of Births & Deaths or the Municipal Corporation or any other prescribed authority whosoever has been empowered under the Registration of Births & Deaths Act, 1969 to register the birth of a child born in India;
- Transfer/School leaving/Matriculation Certificate issued by the school last attended/recognized educational board containing the DOB of the applicant;
- PAN Card issued by the Income Tax Department with the DOB of applicant;
- Aadhaar Card/E-Aadhaar having the DOB of applicant;
- Copy of the extract of the service record of the applicant (only in respect

# REVOLUTIONISING PASSPORT SERVICES

## Birth Certificate not mandatory for proof of DOB

An applicant can submit any of these:

- Transfer/School leaving/Matriculation Certificate
- PAN Card
- Aadhaar Card/E-Aadhaar
- Copy of the extract of the service record
- Pay pension order
- Driving license
- Election Photo Identity Card
- Policy Bond issued by the Public Life Insurance Corporations

of Government servants) or the Pay Pension Order (in respect of retired Government Servants), duly attested/certified by the officer/ in-charge of the Administration of the concerned Ministry/Department of the applicant, having his DOB;

- (vi) Driving license issued by the Transport Department of concerned State Government, having the DOB of applicant;
- (vii) Election Photo Identity Card (EPIC) issued by the Election Commission of India having the DOB of applicant;
- (viii) Policy Bond issued by the Public Life Insurance Corporations/ Companies having the DOB of the holder of the insurance policy.

## OTHER CHANGES

- (i) The online passport application form now requires the applicant to provide the name of father or mother or legal guardian, i.e., only one parent and not both. This would enable single parents to apply for passports for their children and to also issue passports where the name of either the father or the mother is not required to be printed at the request of the applicant.
- (ii) The total number of Annexes prescribed in the Passport Rule, 1980, has been reduced to 7 from 15 making the documentation process easier. All the annexes that are required to be given by the applicants would be in the form of a self declaration on a plain paper. Attestation/swearing by/ before any Notary/ Executive Magistrate/ First Class Judicial Magistrate is now not required.
- (iii) Married applicants would not be required to provide the erstwhile Annexure K or any marriage certificate.
- (iv) The passport application form does not require the applicant to provide the name of her/his spouse in case of separated or divorced persons. Such applicants for passports would not be required to provide even the Divorce Decree.
- (v) In case of children not born out of wedlock, the applicant for the passport of such children should submit only extant Annexure C while submitting the passport application.
- (vi) In case of issue of passport to in-country domestically adopted children, submission of the registered adoption deed is no longer required. In the absence of any deed to this effect, the passport applicant may give a declaration on a plain paper confirming the adoption.



*External Affairs Minister Dr S Jaishankar and Minister of State for External Affairs Shri V Muraleedharan at commemoration of Passport Seva Divas 2020 in New Delhi on June 24, 2020*

- (vii) Government servants, who are not able to obtain the Identity Certificate (extant Annexure-A)/ No-Objection Certificate (extant Annexure-G) from their concerned employer and intend to get the passport on urgent basis can now get the passport by submitting a self-declaration in extant Annexure-'H' that he/she has given prior Intimation Letter to his/her employer informing that he/she was applying for an ordinary passport to a Passport Issuing Authority.
- (viii) Sadhus/ Sanyasis can apply for a passport with the name of their spiritual Guru mentioned in the passport application in lieu of their biological parent(s) name(s) subject to their providing of at least one public document such as Election Photo Identity Card (EPIC) issued by the Election Commission of India, PAN card, Aadhaar Card, etc wherein the name of the Guru has been recorded against the column(s) for parent(s) name(s).
- (ix) Orphaned children who do not have any proof of DOB such as Birth Certificate or the Matriculation Certificate or the declaratory Court order, may now submit a declaration given by the Head of the Orphanage/Child Care Home on their official letter head of the organization confirming the DOB of the applicant.
- (x) An applicant for a passport has to submit any one of the documents as mentioned in Para 13 above as proof of Date of Birth (DOB) while submitting the passport application. The DOB mentioned in the document would be recorded in the passport. In case there is a discrepancy between the DOB previously recorded in the passport and the new proof of DOB submitted by the applicant, the Passport Issuing Authorities (PIA) have been authorized to consider the explanation of each applicant seeking change in the DOB (irrespective of the period that would have lapsed after the issue of the

passport) to find the genuineness of the claim and if the PIA is satisfied with the claim and with the document(s) submitted by the applicant in support of the claim, the PIA shall accept all such requests made by the applicant to issue the passport with revised DOB.

- (xi) Passport Issuing Authorities will accept educational certificates of recognized International Education Organizations such as International Baccalaureate Certificate or Middle Year Programme, International Baccalaureate Diploma, IGCSE/ GCSE Certificate, Cambridge International Systems (O & A Level); for issue of Non-ECR (Emigration Check Not Required) passport; professional qualification like Company Secretary also made eligible for non-ECR passports.
- (xii) The policy regarding issue of passports to surrogate children was reviewed and the requirement of registered surrogacy agreement has been done away with. Previously, registered surrogacy agreement was mandatory for issue of passport to surrogate children. Now, this provision has been relaxed and passport to surrogate children can be issued on submission of notarized surrogate agreement in addition to other required documents. Where DNA profiling is not available, the applicant parents can submit a declaration in the prescribed format.
- (xiii) The validity of Emergency Certificate has been extended from a period of three months to six months to provide additional time to the holder to leave a particular country.
- (xiv) A discount of ten percent in passport fee for fresh applications (and not for re-issue) has been provided to minors up to the age of 8 years and senior citizens (persons above the age of 60 years) with effect from 24 June, 2017.
- (xv) The inclusion of the name of step parents in the passport, has been approved.
- (xvi) To obviate the hardships being faced by the applicants due to non-possession of registered rent agreement, unregistered rent agreement has been prescribed as valid address proof for issuance of passport.
- (xvii) Exemption has been accorded to children below the age of 5 years and physically disabled persons without forelimbs from giving biometric details (10 fingerprints) to the passport authority, which is otherwise mandatory for every applicant.
- (xviii) Proof of Address documents has been further expanded to now include twenty-two documents making it easier for dependent parents and senior citizens to submit address of their children for obtaining passports.

## NO VERIFICATION CERTIFICATE FOR TATKAAL APPLICATIONS

In order to reduce the difficulties of the common people for obtaining a passport under the Tatkaal Scheme, the requirement of Verification Certificate from a Gazetted Officer has been done away with. Now, the applicants may submit minimum three out of the following documents for obtaining passport under this scheme:

- (i) Aadhaar card;
- (ii) Electors Photo Identify Card (EPIC);
- (iii) Service Photo Identity Card issued by State/Central Government, Public Sector Undertakings, local bodies or Public Limited Companies;
- (iv) Scheduled Caste/Scheduled Tribe/Order Backward Class Certificate;
- (v) Arms License;
- (vi) Pension Document such as Ex-servicemen's Pension Book/Pension Payment order, ex-servicemen's widow or dependent Certificate, Old Age pension Order;
- (vii) Self-Passport (unrevoked and undamaged);
- (viii) Permanent Account Number (PAN) Card;
- (ix) Bank/Kisan/Post Office Passbook;
- (x) Student Photo Identity Card issued by an Educational Institution;
- (xi) Driving License (valid and within the jurisdiction of State of submission of applicant);
- (xii) Birth Certificate issued under the Registration of Births and Deaths Act; and
- (xiii) Ration Card.

## POLICE VERIFICATION PROCESS

The Police Verification process has been revamped in such a way that the Police is required to check only the criminality and nationality of the applicant leading to simplification of the verification process.

## EMIGRATION FOR MUTUAL GAIN

1. The eco-system that supports migrant workers has been further strengthened at all stages of migration cycle including pre-departure, during their stay in the countries of destination, as well as upon their return.
2. **eMigrate online platform:** eMigrate project is designed for facilitating emigration of Emigration Check Required (ECR) category emigrants, going to notified 18 countries for employment purpose. The project helps in making the recruitment of workers a smooth process and mitigates the scope for malpractices. All emigration clearances and registration of recruiting agents is done online. eMigrate provides the Foreign Ministry with a comprehensive database of emigrants, Missions, Recruiting Agents, Foreign Employers, Insurance Agencies to make the whole emigration cycle faster, transparent and allows verification of credentials of all the stakeholders.
3. **Pre-Departure Orientation Training (PDOT):** A single day Pre-Departure Orientation Training (PDOT) program has been rolled out at 23 centers across the country. PDOT aims to enhance the soft skills vis-à-vis culture, language, tradition and local rules and regulations, what the works should do and should refrain from doing in the countries of their destination, sensitize them about the





benefits of safe and legal migration and various programmes and schemes of the Government for their welfare and protection. Manuals for Master Trainers and Handbooks/Brochures for aspirant Migrant Workers for PDOT have been developed in seven languages (Hindi, English, Bangla, Tamil, Telugu, Punjabi and Malayalam). e-Books have been uploaded on e-Migrate website for wider public dissemination.

4. **Indian Community Welfare Fund (ICWF) for Overseas Indian nationals:** The ICWF is aimed at assisting Overseas Indian nationals in times of distress and emergency in the most deserving cases on a means tested basis. The fund is now available in all the Indian Missions and Posts abroad. The ICWF guidelines and procedures have been simplified to extend help to the entitled persons by delegating powers to the Heads of Missions and Posts abroad. This enables the Missions and Posts to take faster and effective action in this regard making life simpler for everybody.
5. **Migration and Mobility Partnerships:** Migration and Mobility Partnerships have been an important pillar of cooperation aimed at harnessing our demographic dividend and fostering mobility for our students, academicians, researchers, professionals, businesses etc. In March 2018, a Migration and mobility Agreement was signed between India and France during the state visit of the French President to India. In 2019, Statement of Intent on Key Elements of Indo-German Migration and Mobility Partnership Agreement was finalized. Discussions for more such agreements are ongoing with many countries.
6. **Remittances and Social Security:** Over the last six years, we have streamlined remittances and social security net of Indian overseas workers by signing MoUs with diplomatic partners. As of December 2020, India has signed Social Security Agreements with 18 countries.

# CONSULAR SERVICES AND DIASPORA

## E-migrate



Making the recruitment of Indian workers abroad smooth and mitigating the scope for malpractices

## MADAD



Helping Indians in distress abroad

## e-Sanad



Online attestation / apostille documents



**MADAD Portal:** The portal addresses grievances related to Indians in distress abroad. It provides a mechanism for online registration, monitoring and resolution of grievances in a transparent and timely manner. At present, grievances can be filed online, through mobile app/Twitter, telephone (helpline including in regional languages), post or personally through Pravasi Sahayata Kendras. Modules for registering students and database of Indian prisoners abroad have also been added.

**Online Consular Module:** It has been launched in a few select Missions/ Posts abroad to provide miscellaneous consular services online as in the case of passports and visa. This platform will enable Indian citizens and foreigners (where applicable) to apply online for various miscellaneous consular services at Indian Missions/ Posts abroad and even make payments digitally where feasible. The project will be subsequently expanded to cover all Missions/Posts by 2021.

**Attestation/Apostille:** The attestation/apostille service has been decentralized and is now available in 15 cities through the Passport Offices and the Branch Secretariats of the MEA across the country to extend outreach and taking services closer to home for the common man. Front-end services have also been outsourced in all these 15 cities for the convenience of the people.

**e-Sanad:** This project envisages online attestation /apostille of documents. Presently, around 400 academic institutions of 28 States/UTs and CBSE have been linked to this project. States /UTs have been requested to facilitate inclusion of more types of documents (other than educational documents) in the e-Sanad platform.



# Vande Bharat Mission

Bringing back Indians stranded abroad

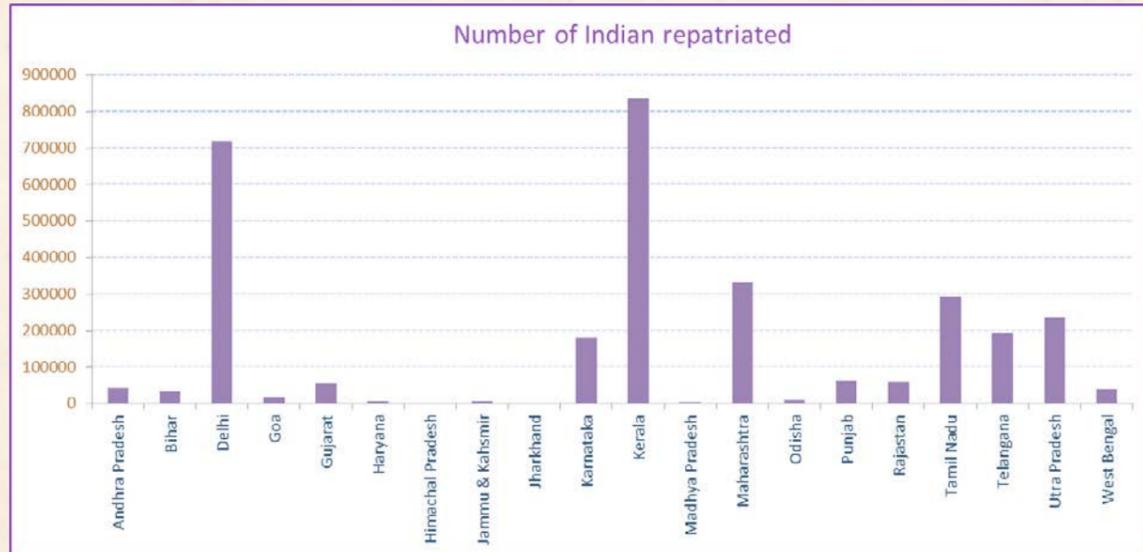


On 7th May, 2020, massive operations commenced under Vande Bharat Mission to bring home Indians stranded abroad

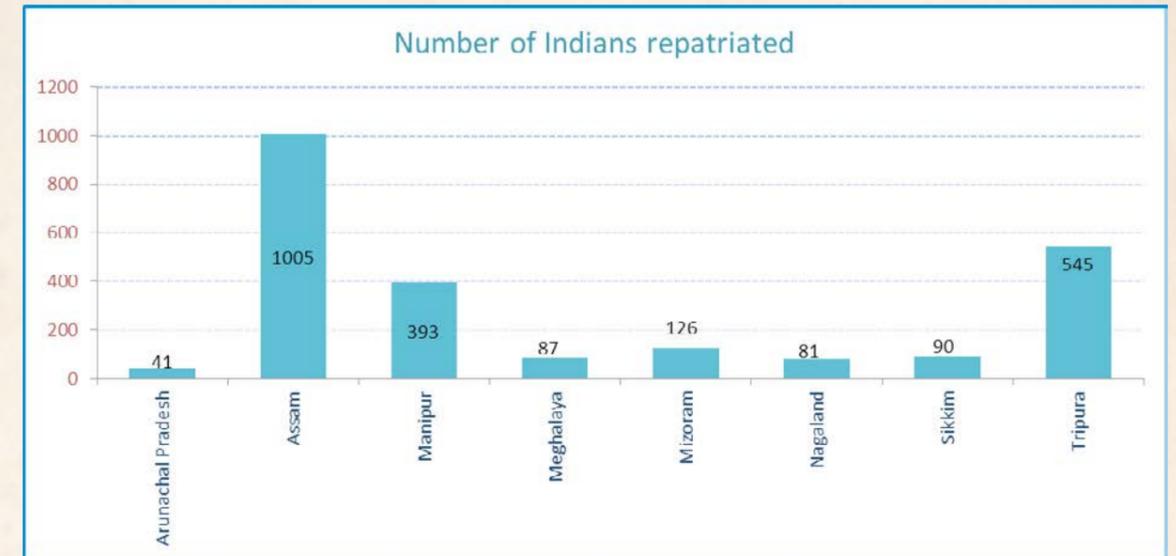
These were carried out with the active support and cooperation of Indian Missions and Posts abroad, Ministry of Civil Aviation, Ministry of Home Affairs, Ministry of Health and Family Welfare and State Governments. Designated senior officers of Ministry of External Affairs as state coordinators were in the forefront of these operations ensuring smooth coordination at all levels

## VANDE BHARAT MISSION DATA

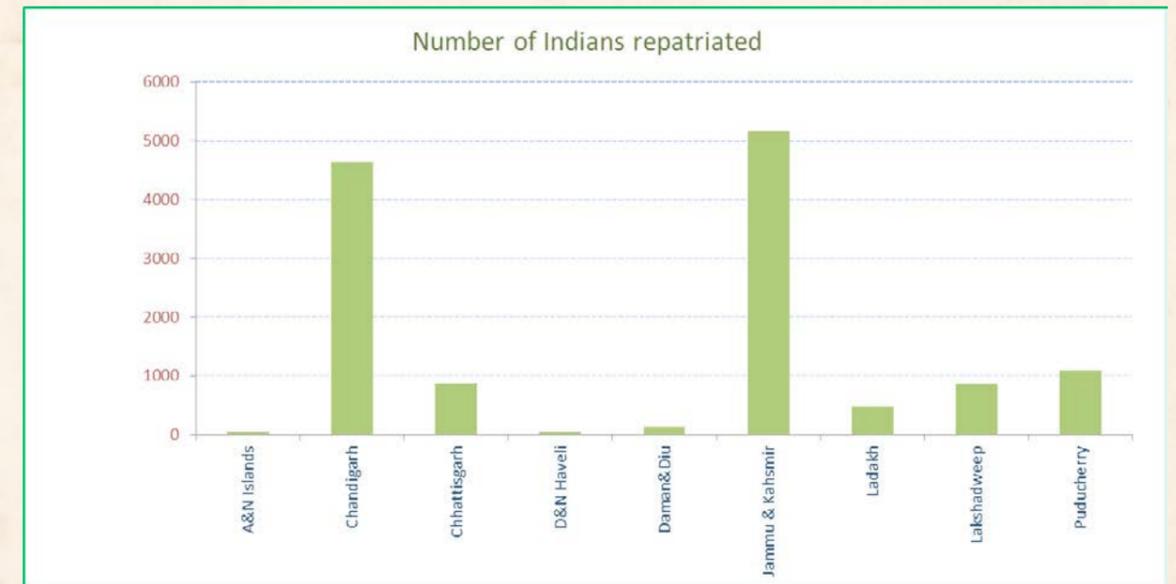
(Source: Covid Cell, MEA)



Number of Indians repatriated from 7 May 2020 to 31 December 2020 (Major States)

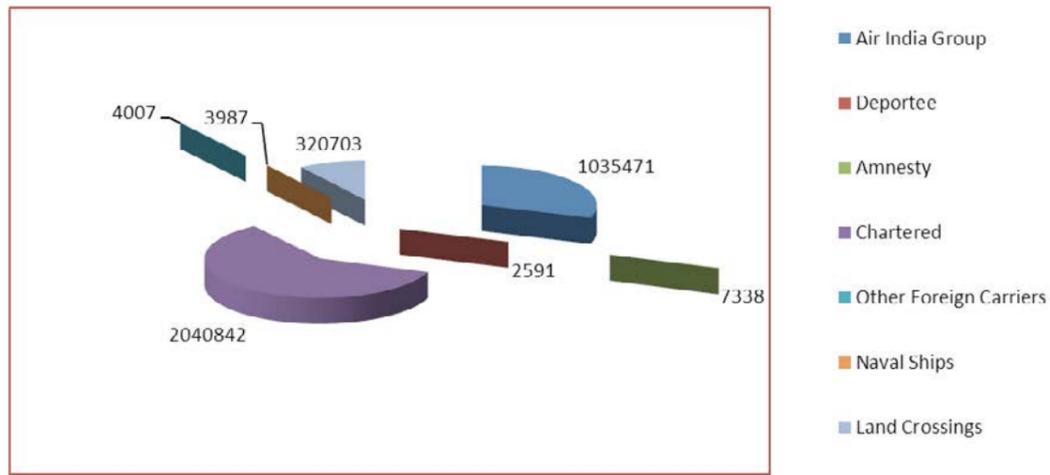


Number of Indians repatriated from 7 May 2020 to 31 December 2020 (NE States)



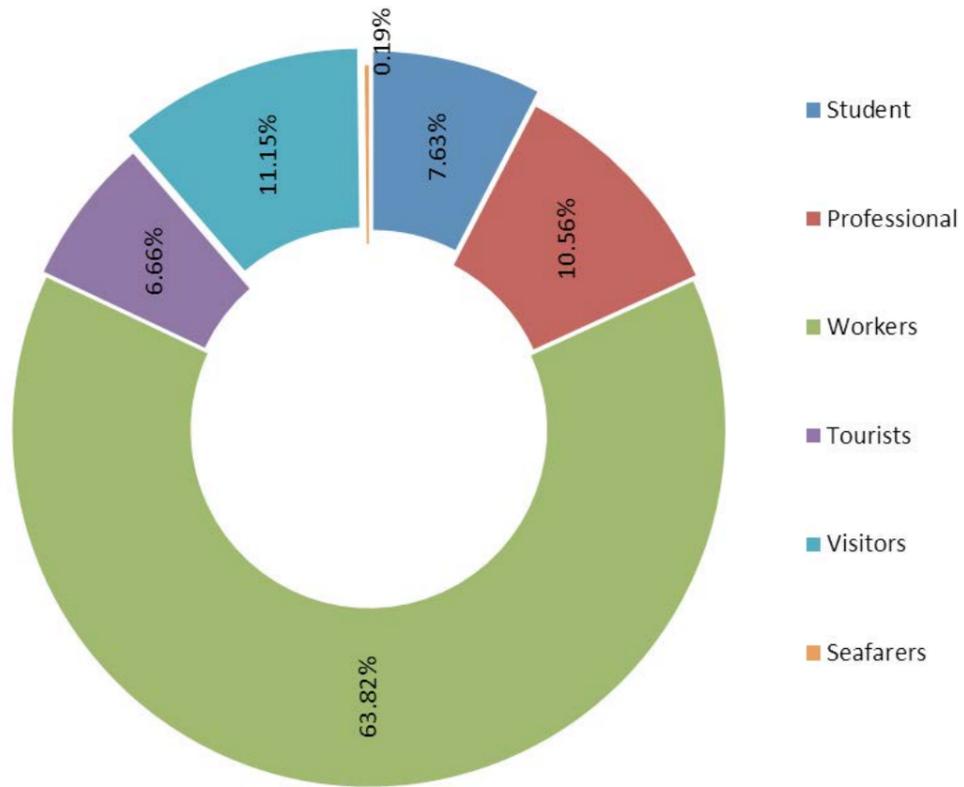
Number of Indians repatriated from 7 May 2020 to 31 December 2020 (UTs)

### Number of Indian repatriated-Mode of Transport



Pie-Chart- Number of Indians repatriated by various transport modes

### Percentage of Indians arrived (category-wise)



Pie-Chart- Number of Indians repatriated (Category wise- percentage)



# CITIZEN FEEDBACK

Dear Team,

Thanks for the update, Kindly resolve the Case As I received the call regarding the same I informed to resolve the case and close it I got my refund after deduction of the service charge. As refund was not happening. Not eh I got the refund. Really Thanks from the heart to all the Government staff who helped me in the matter, and Appreciate the good work. Taking my Complain back as its resolved.

Regards,  
Mounil Jhala



I am very impressed with how simple and easy it is to get a passport now. Very efficient!

**Preity Zinta, Actor**

**From:** "ANIL YADAV"  
**To:** pge@mea.gov.in, poedelhi@mea.gov.in  
**Sent:** Friday, December 4, 2020 1:14:46 PM  
**Subject:** A wonderful experience with POE Delhi.

Hon'ble Mr PGE,  
Please accept my warm regards.  
Sir, Currently the clearances for RAs falling under the jurisdiction of POE Chandigarh are being handled by POE Delhi. I wish to bring it to your knowledge that I had the most memorable and unexpected experience in regards to my clearance applications submitted to POE Delhi.  
Even though my applications were rejected in the first attempt, due to mistakes at my end, but when I reapplied as fresh (thinking that i am submitting them the right way this time), it was a very pleasant surprise to get a call directly from the Director & POE Delhi, Shri Pradip Kumar Yadav, who took pains of explaining me what was wrong in my applications, and how i need to submit them correctly the next time.  
I thank him from the core of my heart. I experienced this for the very first time ever, in my 17 years of being a RA, and I thought i must thank you too for giving us such great officers, who provide a healthy environment to work in.

Thank you once again.

Regards,  
Anil Yadav

**From:** simranjit singh

**To:** poemumbai@mea.gov.in Pravasi Bharatiya Sahayata Kendra

Sir namaskar hamari complaint wapas ki jaaye...Humme salary puri mil gyi hai or hamare licence bhi ban gye hai... hamari complaint 11 candidates ki wapas ki jaaye thanks POE delhi or mumbai Jubair Sir ne humme bhot cooprate kiya... complaint close

Amazing! A documentary should be made and shown around the world. Excellent service.

**Shri Seethraman Sompath**



Fantastic Facility, Thanks for everything keep up the good work

**MS Dhoni, Indian Cricketer**

The experience at Passport Seva Kendra was really awesome. Everything was hassle free with quick clearance at every counter. Entire PSK had very specific instructions mentioned for guidance.

**Prakasam Subramani**



Online appointment was very helpful. The service I received from all was more than excellent. If there were a word greater than excellent I would take that.

**Louis M.**

**From:** "Shukla Asian" <[REDACTED]>  
**To:** [REDACTED]  
**Cc:** "POE Delhi" <poedelhi@mea.gov.in>  
**Sent:** Thursday, December 24, 2020 5:58:56 PM  
**Subject:** Re: Passport is not being returned by [REDACTED]

Thanks to post my passport and I thank to Poe officer for quick response and also request Poe not to take any action in this matter from now and now we don't have any complaint against [REDACTED]. Thankful for you both  
Rgds

Dear MEA Team

I would like to thank you for a quick response from your side about my issue is job/ visa related.  
Coming to point, I had received the money which I deposited as initial payment in Agency the day they returned my passport itself. My intention was to help me getting my visa from company. Based on your action, Agency called me and stated that, the same has been informed to company ([REDACTED].) they said to agency, they will once again request to [REDACTED] for Rejection report. Once they done. Inter after they will reapply my visa soon.

**From:** Sandeep Verma  
<[REDACTED]>  
**Subject:** Re: Complaint regarding return of Passport and Service charges by Shri Sandeep Verma  
**To:** poedelhi@mea.gov.in, poerbl@mea.gov.in, Pravasi Bhartiya Sahayta Kendra <helpline@mea.gov.in>, [REDACTED], [REDACTED]

Dear respected Poe  
Hope you are doing well.  
As I received my passport through India post yesterday. And also [REDACTED] deposited 5000 inr of medical charge in my friend Amit Saini account today through Google pay. Which they promised with me.  
So from now I don't have any dispute with [REDACTED], and also I want to withdraw complaint I done on 22dec 2020, humbly request to Poe to close this grievance as soon as possible.  
I heartly thanks to Poe Delhi for take quick action in this matter. Greetings for you all.  
Attached hand written application for complaint withdrawal.

Regards from  
Sandeep Verma.

Dear Ashwini Verma & helpdesk team

I'm Glad to hear the Grievance number Gift145792 is still process stage.

After Registering FIR & after Court Process I get my 50,000/- (Fifty thousand Rupees only) Back on 8th November 2019 from court.

**And I want to Say Thank you so much to all MEA & PBSK department.**

And my request is to process this case forward till final stage when the Fruad agents. Pnished, without MEA help I can't do this...

MUBARAK ALI case was investigated by Riyadh Mission and death was confirmed to the family. Mortal remains transfer was completed within 10 days. Agent details were shared with eMigrate system, and probed separately.

Good job done! Hats off to all the officials in Malaysia and India for doing such a great help to the Indians in Malaysia.

I really appreciate the prompt response regarding my grievance report. Here are my Best Wishes for your long lasting services to aid people who are suffering.

I am an Indian and this makes me proud of my India!

Very Prompt Reply. Though the case is not solved yet but a quick action within one day is deeply appreciable.

In my bad times in a foreign country you made me feel so much at home. Although my case will take some time to resolve but am not worried anymore. My thanks to MEAI, Embassy of India (Riyadh), and Consulate General of India (Jeddah) and all my Indian brothers who stood by me in my hour of need. Jai-Hind.

Awesome App -Kudos

Local authority in Dubai was contacted by Indian Mission in Dubai. Mr. KODIMYALA NARSAIAH travelled back to India with no cases being registered against him by his employer/local authorities.

# IN THE PRESS

## ThePrint

Strength, value of Indian passport has increased, says PM on Howdy Modi success

The Prime Minister told BJP workers that the 'Howdy Modi' event had become a talking point among global leaders, and the world was looking to India to lead it.

Ahmedabad: India's image has gained global prominence and the world expects our country to play a leading role in resolving international problems, Prime Minister Narendra Modi said on Wednesday.

He was addressing BJP workers at the Ahmedabad airport during an event organised by the party's state unit to felicitate him for his speech at UNGA.

"India's image has gained prominence in the world, which is expecting us to take a lead role in resolving global problems," he said.

A large poster of of Modi and US President Donald Trump was put up on stage.

"The strength and the value of Indian passport has increased. The world sees those holding Indian passport with respect," Modi said.

Modi said 'Howdy Modi' has become a talking point among all world leaders he met after the event, held in the US recently.

"The fact that the US President came to the Indian event and stayed there for such a long time was great. After speeches, when I requested him, he came for a round of stadium without considering security protocol. I thank him and all those who organised the event," Modi said.

Modi said during his US visit, Mahatma Gandhi was given "real tribute" by world leaders at the United Nations.

"Gandhi was with us, is with us and will be there for future generations," he said.



## अमर उजाला

हर लोकसभा क्षेत्र में खुलेंगे पासपोर्ट सेवा केंद्र, ई-पासपोर्ट की भी हो रही पहल : जयपंकर

केंद्रीय विदेश मंत्री एस जयपंकर ने बुधवार को पासपोर्ट सेवा दिवस के मौके पर देश और देश के बाहर पासपोर्ट जारी करने वाले भारतीय अधिकारियों से वार्ता की। इस दौरान उन्होंने वैश्विक महामारी कोरोना के दौरान उनके कार्य की प्रशंसा की तो देश में पासपोर्ट सेवा केंद्रों की संख्या बढ़ाने की योजना और ई-पासपोर्ट पर भी चर्चा की।

जयपंकर ने कहा, पासपोर्ट सेवा दिवस के मौके पर मैं भारत और विदेश में हमारे सभी पासपोर्ट जारी करने वाले अधिकारियों को सम्मानित करना चाहता हूँ। हम बहुत अलग परिस्थितियों में बैठक कर रहे हैं। मैंने देखा है कि वैश्विक महामारी कोविड-19 के बीच आप सभी ने सार्वजनिक आवश्यकताओं को बदलने के लिए कितने बेहतर तरीके से प्रतिक्रिया दी है।

विदेश मंत्री ने कहा, हम ऐसे हर लोकसभा क्षेत्र में पोस्ट ऑफिस पासपोर्ट सेवा केंद्र खोलने का विचार कर रहे हैं, जहां आज की तारीख में कोई पासपोर्ट सेवा केंद्र (पीएसके) नहीं है। उन्होंने कहा कि अभी तक हम 488 लोकसभा निर्वाचन क्षेत्रों में यह सेवा प्रदान करने में सक्षम हुए हैं। लगातार आगे बढ़ रही यह महत्वाकांक्षी प्रक्रिया कोरोना के चलते कुछ समय के लिए रुकी है। क्या है पासपोर्ट सेवा दिवस

साल 1966 तक पासपोर्ट जारी करने की प्रक्रिया को प्रशासनिक अनुदेशों के द्वारा विनियमित किया जाता था। पासपोर्ट जारी किए जाने संबंधी शक्तियों का प्रयोग सरकार द्वारा भारत के संविधान की सातवीं अनुसूची की सूची-1, मद संख्या 19 के साथ पठित अनुच्छेद 73 के आधार पर किया जाता था। हालांकि, संसद सत्र के रूप में नहीं था, इसलिए सरकार ने पासपोर्ट अध्यादेश 1967 प्रख्यापित किया और छह माह के बाद इसे वर्तमान पासपोर्ट अधिनियम, 1967 से प्रतिस्थापित कर दिया, जो 24 जून, 1967 से प्रवृत्त हुआ। इस दिन को अब पासपोर्ट सेवा दिवस के रूप में मनाया जाता है।



## live mint

Passport Seva Kendras start passport renewal reminder service

- Remembering your passport expiry date will be hassle-free now as you will get text reminders for passport renewal
- Your Passport Seva Kendra or office will send you two reminders by SMS

NEW DELHI : Since many people forget to renew

their passports on time, Passport Seva Kendras or offices have started sending out reminder alerts before the expiry of their passport.

The Ministry of External Affairs (MEA) said SMSes

are being sent to passport holders before expiry of their passport starting September 2019. Two SMS are being sent to holders - one before 9 months and another before 7 months of the date of expiry of the passport.

"This has been initiated by the ministry as a citizen friendly proactive service delivery to passport holders. As part of the SMS, citizens are also informed about the authenticating process on passportindia.gov.in for online submission of application related to passport services,"

A typical such SMS message for passport renewal reads like this: "Dear Passport Holder, your passport will expire on XX-Feb-20. Apply reissue at www.passportindia.gov.in or mPassport Seva App."

Most countries allow people to travel with passports with a minimum validity of six months. An ordinary passport for adults is valid for 10 years from the date of issue and can be renewed for another 10 years while the validity of a minor passport is 5 years.

A recent report of the world's most powerful passports had ranked Indian passport at number 82 as it gives visa-free entry to 58 destinations.



## ANI

South Asia's Leading Multimedia News Agency

Strength and respect of Indian passport have increased: PM Modi

Complex documentation requirements were either removed or simplified for applicants, says Muraleedharan

Ahmedabad (Gujarat) [India], Oct 2 (ANI): The strength and respect of Indian passport have increased all over the world, said Prime Minister Narendra Modi here on Wednesday, while speaking on the occasion of 150th birth anniversary of Mahatma Gandhi. "The strength and respect of Indian passport have increased. The world now stands with those who have an Indian passport," said Modi. The Prime Minister said that every country in the world now accepts India and looks forward toward it believing that it has the capacity to take all along. "During my UN visit after the elections, I felt that every country in the world has accepted India. The world is hopeful that whatever the possibility is there for any change, it is with India. India has a great role to play and can take the world along," said Prime Minister Modi. He also said that the changing scenario back home has boosted the morale of Indian diaspora all over. Prime Minister Modi's speech at the 74th session of United Nations General Assembly (UNGA), detailing outlines to build an inclusive, assertive and accountable world, has not only made a global impact but has also enhanced India's stature on the world stage. At the UNGA session, India remained a strong presence. India took the lead in the discourse on climate change, including diplomatic relations, trade war, economic disparity, terrorism, and other pertinent issues. (ANI)



## No compromise on security of passport mobile app: MEA

POST BUREAU

There has been no security aspects of passport applications through mobile app and any passport made using the app will be rejected, Minister Sushma Swaraj said on Thursday.

She said during a question-answer session in the Rajya Sabha, Swaraj said that once the data centre application is approved, it will be deleted from the server.

The data centre automatically deletes applications from cyber cafes etc., she said. All security measures have been taken to ensure that the app is safe. She said that the Ministry's mobile application, which allows users to apply for a passport from anywhere in the country, has been used by over one million users in just two days of its launch.

She said that the Ministry is also working on the application, available on Android and iOS platforms, to provide facilities for applying, scheduling appointments and receiving passports.

She said that the app was launched along with a poster which a person can use to apply for a passport from anywhere.



residence. With the launch of the 'mPassport Seva App', a person now does not need to visit a passport office to apply for a passport. She said 67,500 applications were received after the launch of the mobile app.

The Minister also said that she had been struck off a list of unnecessary appointments. She said that she had asked the date of birth of her children to be changed to the date of her birth.

In reply to a question, she said that she had admitted that she had been struck off a list of unnecessary appointments. She said that she had asked the date of birth of her children to be changed to the date of her birth.

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## Getting a passport at RPO becomes faster, smoother

Head	2018	2019
Wait for appointment	55-60 days	1 day
Tokens processed daily	600-700	1,350-1,400
Verification counters	10	12
Granting counters	9	10
POPSAs	0	9
Police verification	95-100 days	21 days
Issuance	60+ days	7-30 days

**AVERAGE TIME SPENT**  
At PSK, Mumbai: 00:22:00  
At counters: 6 min

**DAILY APPOINTMENTS**  
1,960

**OTHER STEPS**  
• Pending reduced from 60,000 to 0  
• Over 40 passport reissues organised in five years  
• Special camp organised in May 2015

## THE HINDU

World sees with respect those holding Indian passports, says Modi

A large poster of Mr. Modi and US President Donald Trump was put up on stage.

India's image has gained global prominence and the world expects our country to play a leading role in resolving international problems, Prime Minister Narendra Modi said in Ahmedabad on Wednesday.

He was addressing BJP workers at the airport during an event organised by the party's state unit to felicitate him for his speech at the UN General Assembly.

"India's image has gained prominence in the world, which is expecting us to take a lead role in resolving global problems," he said.

A large poster of Mr. Modi and US President Donald Trump was put up on stage.

"The strength and the value of Indian passport has increased. The world sees those holding Indian passport with respect," Mr. Modi said.



# IN THE PRESS

पासपोर्ट केंद्रों पर अब नहीं लगेगी लाइन बरेली (ए)। अब पासपोर्ट आवेदकों



## MEA launches Global Pravasi Rishta Portal and mobile app to connect with Indian diaspora globally

The Ministry of External Affairs on December 30, 2020, launched the Global Pravasi Rishta Portal and app in order to connect with nearly 3.12 crore Indians across the world.

While speaking at the launch of the Global Pravasi Rishta app and portal, V Muraleedharan, the Minister of State for External Affairs stated that the app aims at creating a three-way communication between the Indian missions, ministry, and the Indian diaspora.

The minister also informed that the app will be used by the Indian nationals and diaspora, while the portal will be used by the Indian missions. Currently, there are around 3.12 crore overseas Indians globally out of which 1.78 crores are NRIs and 1.34 crore are PIOs. While the validity of a minor's passport is restricted to five years or till they attain the age of 18, whichever is earlier.

Report of the world's most powerful passports had ranked Indian passport at number 82 as it gives visa-free access to 160 countries all over the world.



## THE HINDU

### MEA was issuing 10 lakh passports per month before COVID-19: MoS

Complex documentation requirements were either removed or simplified for applicants, says Muraleedharan

The Ministry of External Affairs was issuing approximately 10 lakh passports per month on an average before the COVID-19 pandemic struck, Minister of State for External Affairs V. Muraleedharan said on Thursday.



Also read: 16 countries provide visa-free entry to Indian passport holders: Government

He also underlined that they are hopeful of resuming the work in full steam and reach the pre-pandemic level in due course as the economy reopens.

Speaking at the inauguration of the renovated premises of Regional Passport Office, Hyderabad, Muraleedharan said 517 passport seva kendras, including 424 Post Office Passport, across the country provide passport services.

"As a result of the increased capacity, the MEA had been issuing on an average, approximately 10 lakh passports per month before the pandemic struck. We are hopeful of resuming our work in full steam and reach the pre-pandemic level in due course as our economy reopens," he said in a statement.

He said many anachronistic provisions were done away with and the complex documentation requirements were either removed or simplified to ease the difficulties faced by passport applicants.

"Thanks to these reforms, today, single parents, orphan and destitute children can easily apply and get passports, which was so difficult if not unthinkable for them before," Mr. Muraleedharan said.

## Post Office Passport Seva Kendras received 1.14L applications in 2018

As many as 7.4 lakh passports were issued in State last year

K.C. DEEPIKA BENGALURU



The aim is to have a centre in every parliamentary constituency. We now have one in

As their numbers grow, Post Office Passport Seva Kendras (POPSKs) across the State have seen a steady rise in preference among passport applicants.

According to the Regional Passport Office (RPO), Bengaluru, the 2018 calendar year saw 1.14 lakh passport applications at the POPSKs. This is a significant portion of the 7.45 lakh applications that came in to the Bengaluru RPO overall. As many as 7.4 lakh passports were issued.

"The aim is to have a centre in every parliamentary constituency. We now have one in each, except in Bagalokot, where a POPSK will be opened soon. We have five Passport Seva Kendras (PSKs), and had aimed to open 23 POPSKs, of which 22 have been opened. We have

Bengaluru started with 10 POPSKs. The number has gone up to 22 now.

## INDIA TODAY

### Women need not change their names in passport after marriage: PM Narendra Modi

Indian women need not change their names in passports after their marriage, PM Modi said today at the commemoration of the golden jubilee of Indian merchant chamber's ladies wing.

**HIGHLIGHTS**  
Towards 2016-end, Govt made access for passports friendlier for divorced women.  
Govt made having Aadhaar number or passport compulsory to book domestic flight tickets.  
Panel took note of complaints of harassment, especially from women, during passport registration.  
From now onwards, Indian women need not change their names in passports after their marriage, Prime Minister Narendra Modi said today.



Modi made the statement while speaking at the commemoration of the golden jubilee of Indian merchant chamber's ladies wing. Women and Child Development, the MEA and the Central Passport Organisation, had suggested that the MEA not print details of a person's father, mother or spouse in the passport.

The panel also noted that the only information required for immigration is on Page 2 that includes the name, sex, nationality, birth, and passport details of the applicant.

Recently, the government also made the process of making Aadhaar number or passport mandatory for booking tickets amid its plans to create a no-fly list to deal with unruly passengers.

## Passport Seva Kendras make things easy

## BusinessLine

### Police verification for passport now takes just 16 days: MEA

Our Bureau New Delhi | Updated on June 24, 2020 Published on June 24, 2020

**Rules and regulations to be further simplified**

The time taken for police verification for a passport has come down to 16 days, resulting in faster issue of the travel document, said V Muraleedharan, Minister of State for External Affairs.

The government's endeavour should be to further simplify rules and regulations for the issue of passports by making the process simpler and optimising the requirement of documents, he said at an event to mark Passport Divas on Wednesday.

The MoS said the faster police clearance was due to many initiatives that have been taken by the State police authorities, especially those of Andhra Pradesh, Telangana, Haryana and Kerala. "I would urge all the Passport Officers to take up with their State police authorities to use our mPassport Police app, if they have not yet done so, as this can further reduce the time taken for police verification," he said.

The issuance of passports is one of the most successful citizen-centric activities of the Ministry of External Affairs, he added. "It is heartening that we issued more than 1 crore passports last year. I congratulate the collective efforts of all of you for the success story of the passport issuance system today. Without the dedication and support of the officials of the Central Passport Organisation, it would not have been possible for the Ministry to deliver passport services in a seamless manner," he said.





सत्यमेव जयते

**MINISTRY OF EXTERNAL AFFAIRS**  
**GOVERNMENT OF INDIA**