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.

**Bharat Gana Rajya  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**

This eBook was brought out on the occasion of Passport Seva Divas, 24th June 2015 and was released by Smt. Sushma Swaraj Hon’ble External Affairs Minister, Government 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.

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.”
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**
- Biometric and role based access control
- Digital signatures for non-actions
- Online verification of Aadhar
- Complex demographic de algorithm to prevent issuance of more than one passport to a citizen

**Single Data Source**
Single data source for all services
Robust Citizen Feedback and Grievance Management Program

- Single data source for all services, also includes 100 crore data records brought in from the legacy system

Multiple Communication Channels

- Bi-lingual online portal
- National Call Centre in 17 Languages
- Email based helpdesk
- Mobile App
- SMS Alerts
- Facebook and Twitter

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

Biometric and role based access control

Digital signatures for non-repudiation of documents

Online verification of Aadhar

Complex demographic de-duplication

A system to prevent issuance of more than one passport to a citizen
Infrastructure & Network

- 3 Tier Data Centre & Data Recovery Centre
- Central Passport Printing Facility
- 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
Every PSK is designed for citizen convenience and equipped with best-in-class amenities to provide passport services in a comfortable environment.
Phone Booth

Mobile Charging Station

Newspaper & Journals

Facilities for Differently abled

Drinking Water

ATM

Child Care Facility
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)
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
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Awards & Accolades

- National Award for e-Governance, GOLD for Outstanding 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