

Passport Seva: Express IT 2016 Award for Digital Citizen Solutions

The Passport Seva Project has been awarded the Express IT 2016 Silver award under the category - 'Digital Citizen Solutions'. The award was announced at the Express IT Award Ceremony held at Bengaluru in December 2016. Mr. Golok Kumar Simli, Chief of Technology, Passport Seva, Ministry of External Affairs along with Mr. P.S. Karthigeyan, Regional Passport Office, Bangalore and Ms. Shalini Mathur, Project Director, PSP, TCS received the award from Ms. Nirmala Sitharaman, Minister of State (Independent Charge) for the Ministry of Commerce & Industry.



This award applauds the efforts of the Ministry of External Affairs and the service partner M/s. Tata Consultancy Services in empowering citizens by providing them with effective, responsive and accessible passport services.

About Passport Seva Project

The Passport Seva Project is being executed by the Ministry of External Affairs in public-private partnership with Tata Consultancy Services as the service partner. The Project aims “to deliver all Passport-related services to the citizens in a timely, transparent, more accessible, reliable manner and in a comfortable environment through streamlined processes and committed, trained & motivated workforce”.

The Passport Seva Project is one of the largest Mission Mode Projects of the Government of India under the National e-Governance Plan. The project demonstrates how innovative use of Information and Communication Technology (ICT) can transform the way citizens receive services from Government institutions. The entire process of citizen service delivery has been automated. Services are delivered through a country-wide networked environment integrating Passport Seva Kendras (PSKs), Passport Seva Laghu Kendras (PSLKs) and Regional Passport Offices. The external stakeholders involved in the process viz. Police, India Security Press and India Post are part of digital eco-system of the Passport Seva delivery system. A Tier III Data Center and an active-active Disaster Recovery Center have been set up with 24X7 NOC and SOC operations. The system has built-in interoperability to exchange information with other Government departments. With 39 Passport Issuance Authorities, 77 state-of-the-art PSKs and the 12 Passport Seva Laghu Kendras, the project has expanded the reach of Passport services, ensured service delivery in a transparent manner, in a comfortable environment with greater security, reliability and within defined service levels. The Passport data is also accessible at Immigration Check Posts and at the 183 Indian Missions & Posts abroad. 42.6+ million applications for passport and related services have been processed in the system to date. 47,000+ citizens are serviced daily and citizen satisfaction stands at 99.5%. The 24x7 Call Center supports 17 languages and handles 20,000+ calls daily. The online portal

<http://passportindia.gov.in> provides up-to-date information/ real time status and receives 20+ million hits/day. A mobile app 'mPassport Seva' is also available for the convenience of citizens and receives over 20,000 hits per day. Another Mobile App 'mPassport Polcie' has been launched to help expedite police verification process.

The project is a recipient of several awards and has been recognized in several forums at the national level and international level.