

## SKOCH CHALLENGER 2014 AWARD

On 22<sup>nd</sup> March 2014, Passport Seva Project of Ministry of External affairs won SKOCH Challenger 2014 Award for Governance. The award acknowledged the role of TCS in successfully transforming the delivery of Passport and related services in India.



**SKOCH CHALLENGER AWARD**

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Waiting in long queues outside passport office, followed by hopping counters once inside, is passé. Online application, single-window service at a pre-appointed time is what has changed the entire experience of obtaining a passport. Passport Seva Project is one of the largest Mission Mode Projects under the National e-Governance Plan. The project being executed by the Ministry of External Affairs in Public-Private-Partnership with Tata Consultancy Services as the Service Partner, has successfully transformed the delivery of passport and related services in India. With 39 Passport Issuance Authorities, 77 state-of-the-art Passport Seva Kendras spread across 23 States and 63 cities, the project has expanded the reach of passport related services, ensured service delivery in a transparent manner along with greater security, reliability and within defined service levels. Clocking a citizen satisfaction of over 99.5 per cent, servicing 45,000 citizens daily, the system has processed over 15 million applications already. A 24x7 Call Centre handles close to 25,000 calls per day.

Given away by Mr Montek Singh Ahluwalia, Hon'ble Deputy Chairman, Planning Commission on 22nd Day of March 2014 at New Delhi.

SKOCH GROUP

22<sup>nd</sup> March 2014

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