

विदेश मंत्री एवं  
प्रवासी भारतीय कार्य मंत्री  
भारत



Minister of External Affairs &  
Overseas Indian Affairs  
India

सुषमा स्वराज  
*Sushma Swaraj*


### **Message**

I am pleased that the Ministry of External Affairs and its subordinate office, the Central Passport Organisation is observing the second 'Passport Seva Divas' on the 24<sup>th</sup> June, 2014. The occasion marks the enactment of the Passports Acts, 1967 and its enabling provisions of passport issuance. On this occasion, I felicitate all the Passport Issuing Authorities in India and abroad.

Passport services are an important interface of the Ministry with the citizens of India and time-bound, responsive and transparent service delivery is of utmost importance. While the IT-driven Passport Seva Project has been transformative in many aspects, we have to achieve many more milestones to make the processes simpler and more accessible for common citizens and strive for scale and speed to respond to their needs and aspirations.

One of the main planks of the mandate of the present Government is good governance, encompassing timely, effective, assured, transparent and accountable service delivery. The Government is committed to introduce citizen-friendly administrative reforms and policies aimed at restoring faith of the people in the system and bringing qualitative changes in their lives.

To achieve these objectives, let us pledge, on this august day, to join our hands together and take assertive steps to make our passport issuance system truly world class.

  
**Sushma Swaraj**

**20 June, 2014**