



**CITIZENS' CHARTER**  
**OF**  
**CENTRAL PASSPORT ORGANISATION**  
**MINISTRY OF EXTERNAL AFFAIRS**  
**FOR**  
**ISSUANCE AND DELIVERY OF PASSPORT SERVICES**  
**2016**



## 1. Introduction

1.1. Indian Passport and other Travel Documents such as Certificate of Identity, Emergency Certificate, Police Clearance Certificate and Cross LOC Travel Permit are issued by the Ministry of External Affairs, Government of India through its subordinate office – Central Passport Organization and its network of Passport Issuing Authorities (PIAs) in India and abroad.

1.2. The issuance of Passports and other Travel Documents to the Citizens of India are regulated by the Passports Act, 1967. The Act prohibits the travel from India of any person without a valid Passport or Travel Document. It provides for the procedures for obtaining Passports and Travel Documents and clearly defines the grounds on which Passports or Travel Documents might be refused. The Act also makes provisions for impounding or revocation of Passports or Travel Documents and clearly defines the grounds for such impounding and revocation. Suitable provisions are incorporated in the Act for appeals against orders of refusal of passports, impounding, revocation of passports, etc.

## 2. Citizens' Charter

2.1. This Citizens' Charter relates to Passport services rendered by the Passport Offices in India functioning under the administrative control of the Central Passport Organization of the Ministry of External Affairs. The Passport services rendered by Indian Missions/Posts abroad are excluded from the scope of this Charter.

## 3. Vision Statement

3.1. The Ministry of External Affairs, through its network of PIAs, shall endeavor to deliver passport services to citizens in accordance with the provisions of the Passports Act 1967 and Rules made thereunder in a timely, transparent, more accessible, reliable manner and in a comfortable environment, through streamlined processes and by committed, trained and motivated workforce.

## 4. Index of Services

4.1. Issuance of:

- ◆ Passport
- ◆ Police Clearance Certificate
- ◆ Surrender of Passport Certificate
- ◆ Any miscellaneous certificate based on Passport.

4.2. For the benefit of citizens, detailed instructions and related information on passport services including on fees and documents required have been provided on the portal [www.passportindia.gov.in](http://www.passportindia.gov.in).

## 5. Citizen Support Services

Passport Kendra(PSK)	Seva	The PSKs throughout India provide amenities and services like executive support, information kiosks, photocopying, food and beverage facilities, public phone booth, baby-care room, television, electronic queue
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	management system, ATM facilities and special facilities for differently abled persons.
Information Access, Online Registration, Application, Fee Payment, Appointment and Application Status Tracking	Available on 'Anytime Anywhere' basis. Citizens can submit their applications online through Passport Portal and seek an appointment to visit their nearest Passport Seva Kendra (PSK) which is generally available within a range of 1-7 working days. However, there could be seasonal and regional variations.
National Call Centre	24 x 7 Toll free Interactive Voice Response Support. Executive Support from 8 AM to 10 PM available in 17 Indian languages
SMS Status Tracking Service	Apart from basic free SMSs, optional premium service is also available at payment of a nominal fee.
Email-based Helpdesk	Functioning through Passport Portal for answering Citizen's queries
mPassport Seva	The mobile app is designed for smartphone users, giving Passport related information and application status.
Passport Mela	Passport Mela is generally held as a special measure in Passport Offices/PSKs on public/closed holidays to facilitate extended hours to citizens for submission of application.
Passport Adalat	Passport Adalats are generally held at Passport Offices to redress long pending grievances and complex cases.
Passport Seva Camp	Passport Seva Camps are held for the benefit of applicants, on need basis, at distant locations from a PSK.

## 6. Service Delivery Standards and Timelines

As per statutory provisions, on the receipt of an application, the PIA, after making such inquiry as it may consider necessary, shall issue the passport or travel documents or refuse to issue the passport or travel documents. Time limits given below are subject to Police Verification (PV) or any such inquiry or any other factor which may be beyond the control of the PIA.

Nature of Service	Indicative Timelines	Remarks
Fresh (First Time) Passport (Police Verification required before issuance)	Up to 30 working days [PV period excluded]	From the date of receipt of complete documentation and enrolment and subject to the satisfaction of PIA and receipt of clear Police Verification Report

Fresh (First Time) Passport {PV required after issuance or where PV is not required} i. Tatkaal ii. Government/ PSU employees etc.	Up to 7 working days	From the date of receipt of complete documentation and enrolment and subject to confirmation of authenticity of Verification Certificate/Identity Certificate/No Objection Certificate and satisfaction of PIA
Re-issue of passport on expiry or on exhaustion of Visa pages	Up to 7 working days (In cases where pre-police verification is not required)	From the date of receipt of complete documentation and enrolment and subject to the satisfaction of PIA provided there is no change in personal particulars
Re-issue of passport due to (a) change in personal particulars, and/or (b) in lieu of lost/stolen/damaged/mutilated passport	Up to 7 working days in cases where pre-police verification is not required and up to 30 working days in cases where PV is required [PV period excluded]	From the date of receipt of complete documentation and enrolment and subject to the satisfaction of PIA and requisite verification/clearances
Miscellaneous Services like Police Clearance Certificate, Surrender Certificate or any miscellaneous certificate based on passport	Up to 3 working days (In cases where police verification is not required)	From the date of receipt of complete documentation and enrolment and subject to the satisfaction of PIA and requisite verification/clearances

## 7. General Obligations of Applicants

7.1. Statutorily, all passport applicants are required to submit their applications with correct information and valid and genuine supporting documents. As per provisions of the Passports Act 1967, an applicant shall not furnish any false information or suppress any material information with a view to obtaining passport or travel documents. Any such action shall be punishable with imprisonment of a term up to two years or fine up to Rs. 5000/- or both.

7.2. Applications are to be submitted online in the prescribed format through the portal [www.passportindia.gov.in](http://www.passportindia.gov.in) followed by a visit to the PSK in person for enrolment, which will involve capturing of biometrics, photograph and collection of fees, if any. Timelines

stipulated, if any, for completion of formalities should be adhered to by the applicants for time-bound delivery of required service from the PIA.

7.3. Applicants are advised to track status of their application before raising any query/grievance.

## **8. Grievance Redressal**

8.1. Any grievance or complaint arising out of any non-compliance of service standards, failure in delivery of service or in the functioning of a PIA may be logged online at (a) Central Public Grievance Redress and Monitoring System (CPGRAMS) [pgportal.gov.in](http://pgportal.gov.in) or (b) [www.passportindia.gov.in](http://www.passportindia.gov.in) or (c) registered at toll free No. 1800-258-1800.

## **9. Feedback/suggestions**

9.1. Feedback and suggestions can be given by (i) logging on to passport portal [www.passportindia.gov.in](http://www.passportindia.gov.in) (click feedback) (ii) calling toll free No. 1800 258 1800 or (iii) writing to Assistant Passport Officer (PG), Public Grievance Cell, Room No. 24, CPV Division, Ministry of External Affairs, Patiala House Annexe, Tilak Marg, New Delhi 110001, Tel. No. 011-23384519, 23384497, Fax No. 011-23384461, e-mail: [passport.pg@mea.gov.in](mailto:passport.pg@mea.gov.in).

**10. Month/Year for the Next Review of the Charter:** This Charter is issued in February 2016. It is intended to review the Charter in July 2016.

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