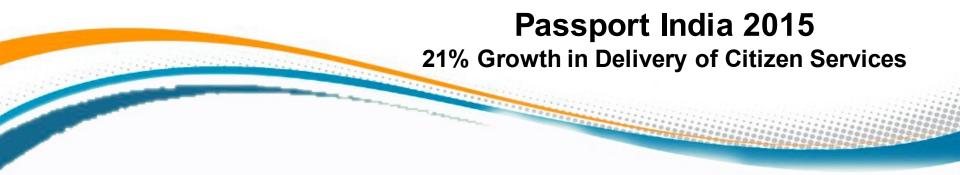# Passport India 2015

A Year of Smart Citizen Service Delivery

Jan 2016

- **1.2+ crore** Passport services delivered to citizens in India & abroad. An increase of **21%** compared to 2014 and **41%** compared to 2013.

- **18.66%** rise in applications received in India

- **6.33 crore** Indians held valid Passport on 31st Dec 2015 **(Up from 5.70 crore in 2014 and 5.19 crore in 2013)**

- **1.14+ crore** new Passport holders added during the years 2014-15

Passport India 2015
In Numbers

- **1-7**   Appointment availability days across India

- **87%**   Tatkal Passports issued within 3 days

- **5%**   Tatkal category applications (Down from 8% in 2013)

- **68%**   Normal Passports issued within 30 days including PV

  (Up from 46% in 2014)

- **34 Days**   Average Police Verification time (Down from 49 days in 2013)

- **61%**   PVRs completed **within 21 days** (Up from 47% in 2014 & 37% in 2013)

- **71/29**   First time / Reissue applicants

- **68/32**   Male/Female applicants

- **18%**   Students applicants

- **30 Years**   Average age of Passport applicant

- **1 Day**   Youngest applicant

- **115 Years**   Oldest applicant

- **50,000+**   Citizens Serviced per day within India

- **17**   Language Call Centre

- **20,000+**   Calls per day

- **2+ crore**   Hits per day on Passport Seva Portal

- **1+ lakh**   SMSs sent per day

- **13.7+ lakh**   Mobile app. downloads till 31st Dec 2015

- **15,000+**   Mobile app. hits per day

- Total number of **Passport Seva Kendras** : **85** (Up from 77)

- **PSKs** commenced operations in **Agartala, Aizawl, Imphal, Kalaburagi, Shillong, Darbhanga, Gangtok & Karimnagar**

- **PSKs** in **Dimapur and Itanagar** to commence operations in January 2016

- **397 Passport Melas** on holidays. **2.5+** lakh applications processed during extended hours

- **124 Passport Seva Camps** held at remote locations processing **51,000** applications

- **Passport Seva Mitra**: 4-8 weeks Internship scheme launched for Graduate Students to enable them to experience the benefit of e-Governance.

- **1.2 lakh** applications submitted online at Common Service Centers (CSCs)

Camp at Salem

Passport India 2015
Geographically

- **Uttar Pradesh** creates history. Emerges as the No.1 state for the first time in terms of Passport Services (13.37)

- **Another Record Created.** For the first time 4 states become **Passport millionaire states**; Uttar Pradesh(13.37), Maharashtra(11.87), Kerala(11.44), Tamil Nadu(10.08)

- **5** States with more than **5 lakh Passport Services**; Gujarat(7.47), Punjab(7.15), Karnataka(6.37), West Bengal(5.86), Telangana(5.38)

- **Telangana, Meghalaya, Assam, Uttar Pradesh, Manipur and Tripura** saw a **maximum growth (35%-63%)** in Passport application. National growth rate – 18.66%

- **6** RPOs with more than **5 lakh Passport Services;** Lucknow(9.48), Hyderabad(7.60), Bangalore(6.33), Kolkata(6.13), Ahmedabad(5.66), Delhi(5.06)

- Missions/Posts in the **UAE(2.5+)** and **Saudi Arabia(1.5+)** issued maximum number of Passports abroad

*Figures in Lakh

Passport India 2015
Police Verification

- ✓ **87.02+ lakh** Police Verification Reports(PVR) submitted. An increase of **22.5%** over 2014
- ✓ **32.23%** reduction in Police Verification Pendency
- ✓ All India average **Police Verification time reduced to 34 days** (Down from 49 days in 2013)
- ✓ **61%** Police Verification Reports completed within desired timeframe of **21 days** (Up from 47% in 2014 & 37% in 2013)
- ✓ **95%** Police Districts follow Online model of verification.
- ✓ **156** Districts moved online in 2015. **683 of 731** Police Districts are now online integrated with Passport Seva System.

Passport India 2015
Minimum Government Maximum Governance

- **Acceptance of Birth Certificate** in respect of abandoned/orphaned children liberalised for providing passport services

- Liberalisation of the requirement of **NOC by Govt. officials** for passport applications

- Acceptance of **registered rent agreement** as proof of address

- Acceptance of **self-attested documents**

- Acceptance of **Photo passbooks** issued by Scheduled Private Sector Indian Banks and Regional Rural Banks

- Online Integration with UIDAI for **e-authentication of Aadhaar**

Passport Seva achieved triple ISO certifications in 2015

- **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

Passport India 2015
Awards & Accolades

- ❖ **National Award for e-Governance 2014 - 2015 (Gold Award)**
- ❖ **Web Ratna Platinum Award 2014**
- ❖ **Express Group e-Governance Award**
- ❖ **CIO & Leader Business Impact Award 2015**
- ❖ **Jewels of Digital Champion Award 2015**