Passport Services in India: January-August 2013 Highlights

Passport Seva Project: A year of Successful Implementation:

The Passport Seva Project is one of the largest successful Mission Mode Projects under the National e-Governance Plan. The programme aims to deliver all passport related services to the citizens of India in a timely, transparent, more accessible, reliable manner and in a secure and comfortable environment through streamlined processes and a motivated workforce. The programme is being run in Public-Private-Partnership (PPP) mode with Tata Consultancy Services (TCS) as the Service Provider. After a successful nation-wide rollout, the scheme is currently in the Operations and Maintenance Phase since June 2012.

2.   77 Passport Seva Kendras with best-in-class amenities have been set up across the country as extended arms of the 37 Regional Passport Offices, thus providing extended reach to passport applicants. A 24 x 7 National Call Center has been set up which provides real-time status and up-to-date information in 17 languages using a toll free number. The portal http://passportindia.gov.in also provides up-to-date real time information. The project integrates with the State Police for verification of an applicant's personal particulars, with India Post for postal delivery and with ISP Nashik for supply management of passport booklets. The project also provides real time up-to-date information to 180 Missions and Posts abroad as well as the Immigration authorities.

Figures speak:

3.   **As on 31st August 2013, over 1.13 crore passport service related applications have been processed and over 1.02 crore services have been rendered through the new system. Daily footfall across 77 PSKs is 45,000 citizens and the National Call Center receives over 20,000 calls per day.**

4.   **During Jan-Aug 2013, 48.48 lakh applications have been received against which 48.19 lakh passports and related documents have already been issued.** At this rate, Passport Offices in India are likely to issue 72.00 lakh travel documents in 2013 in addition to 12-13 lakh passports by Missions/Posts abroad. This would mean a total of **85 lakh passports and related documents (in 2012: 73.8 lakh)** issued by India globally; registering a **growth of 15%.**

Improvements in service delivery:

5.   Today, on a pan India basis, **68% of normal passports are dispatched within 7 days and 90% are dispatched within 15 days** [This excludes the time taken for police verification]. **In the case of Tatkaal passports, 73% are dispatched within 3 days and 96% are dispatched within 7 days.**

Police Verification:

6.   Police Verification (PV) plays an important role in the timely dispatch of passports. The project team continues to engage closely with the Police Departments across States. The **all-India average for the number of days taken to complete the police verification is 51 and about 36% of the PVs get completed within the desired time limit of 21 days**. Some States have consistently maintained low Police Verification processing times. For example, Delhi completes police verification in 12 days on an average and 100% of the PVs are completed within 21 days. Chandigarh has an average of 16 days with over 90% PVs getting completed within SLA period. Andhra Pradesh too completes within 16 days and 83% of the PVs are completed within 21 days.

7.   Thanks to our constant efforts, **more and more Districts are switching over to the preferred District Police Verification Model**. This has resulted in reduction in pendency at police from 6.5 lakh in June 2013 to 5.1 lakh in August. As of today, **344 of the 722 Police Districts are working on the District model**.

Recent Functional Enhancements:

8.   A more **user-friendly portal http://passportindia.gov.in** was released over the weekend which has been receiving positive feedback from citizens.

9.   To address the concerns raised by citizens with regards to non availability of appointments, the Ministry introduced **Online Payment System** in July this year. There has been a noticeable improvement in availability of appointments since then. At more than 65% of the PSKs, appointments are available within a cycle of 15 days, and within 30 days at 90% of the PSKs. There are certain categories of applicants and services for which walk-in facility is available.

10.   mPassport Seva mobile app is now available on Android and Windows platforms. The app has had over 3 lakh downloads and over 17 lakh hits so far. The Windows version of the app was launched in August and has since been among the top 3 apps in the Government & Politics category.

Awards & Recognition

11.   Some of the Awards received are:

- Citation by GOVERNANCE Now on being 'BIG DATA LEADER' in India. August 2013

- 'eINDIA Award of Excellence ' , July 2013

- 'Promising Innovation Award' - Regional Rounds of Tata Innovista 2012-13

- 'Award of Excellence' in Project Category (G2C), the CSI - Nihilent e-Governance Awards 2011-12, December 2012

New Delhi: 10 September 2013