



PASSPORT INDIA 2015 A Year of Smart Citizen Service Delivery



Press Note

The issuance of Passports and Travel Documents is the most visible citizen-centric service rendered by the Ministry of External Affairs. 2015 saw many quantitative and qualitative improvements in the delivery of passport services across the country. The Passport Seva, one of the largest Mission Mode Projects under the National e-Governance Plan completed three and half years of its successful operation. The programme is being run in Public-Private-Partnership (PPP) with Tata Consultancy Services (TCS) as the Service Provider.

Expanded Network

In addition to the 77 Passport Seva Kendras running in PPP mode, the Ministry of External Affairs has set up 8 additional Passport Seva Kendras in Agartala, Aizawl, Gangtok, Imphal, Kalaburagi, Karimnagar, Darbhanga and Shillong, thus, providing extended reach to passport applicants, particularly in the North East. 10 more Passport Seva Kendras are being set up for the convenience of citizens which will take the no. of PSKs to 95 during the year 2016.

A 24 x 7 National Call Centre has been set up which provides real-time status and up-to-date information in 17 languages using a toll free number (1800-258-1800). The portal <http://passportindia.gov.in> also provides up-to-date information and real time status updates. The project is integrated with the State Police for verification of an applicant's personal particulars; with India Post for postal delivery and with India Security Press Nashik for supply management of blank passport booklets. The project also provides real time information to Indian Missions and Posts abroad as well as Immigration authorities.

Huge Growth

During the year 2015, 1.20 Cr Passport and related services were rendered by the Ministry of External Affairs. Out of this, approximately 13 lakh Passport and related services were delivered by 183 Missions and Posts abroad. There is an increase of 21% over 2014, in the number of services rendered. Applications received during the year include 3,91,505 Police Clearance Certificate (PCC) applications, 4,680 Surrender Certificates, 3,852 Identity Certificate (IC) applications and 4,623 across-LOC permit applications.

As on 31 December, 2015, approximately 6.33 Cr Indians held valid Passports. More than 1.14 Cr new Passport holders were added during the years 2014-15.

Improvements in Service Delivery

As of 31st December 2015, the number of **appointment** slots released per day was more than 60,000. There is an increase of 18% over 2014 in terms of

number of appointments released daily. The Appointment for visiting a PSK is now available within 1-7 days at all Passport Offices across the country.

Today, on a pan India basis, **68% of normal passports are issued within a month which includes police verification**. If PV period is excluded, then 38% of Normal passports are issued within 3 days, 74% within 7 days, 91% within 14 days and 94% within 21 days.

In case of **Tatkaal applications**, 34% passports are issued on the day of submission, 65% are issued within a day and 87% are issued within 3 days.

397 Passport Melas were organized by Passport Offices during the closed weekends/holidays. More than 2.56 lakh passport applications were serviced during extended working hours.

More than 51,000 applications were processed at **124 Passport Seva Camps**. Such Camps were held at remote places like Leh, Kargil, Lakshadweep, Bhuj, Daman & Diu as part of MEA's commitment to bring public services closer home.

The Ministry collaborated with Citizen e-Governance Services to enable applicants to avail the services of **Common Services Centres** for online application filing at a nominal charge. More than 1.2 lakh applicants used these services during the year.

To make Passport issuance more simpler, secure and reliable; online integration of UIDAI database for validating **Aadhaar** number submitted by an applicant, as a Proof of Identity and Proof of Address, was rolled out successfully during the year.

Prompt and effective **public grievance handling** through CPGRAMS, Adalats and Social Media. All RPOs are accessible on their twitter handles.

Police Verification

1. Police Verification (PV) plays an important role in the timely dispatch of passports. 683 of the 731 Police Districts are functioning on the DPHQ model of Police Verification taking care of 98.29% of PV volume. The all-India average for the number of days taken to complete the police verification came down to 34 (was 42 in 2014 and 49 in 2013). About 61% of PVs got completed within the desired time limit of 21 days, showing an improvement of 15 days and about 24% since last year.
2. 87.02+ lakh Police verification (PV) reports were submitted in the PSP system with an increase of 22.5% since last year.
3. **Telangana is the best performing State completing police verification in 8 days followed by Andhra Pradesh (12 days), Chandigarh (12 days), Goa (12 days) and Delhi (14 Days).**
4. Hyderabad is the best performing RPO completing Police Verification in 9 days followed by Goa (12 days), Visakhapatnam (12 days), Delhi (15 days) and Jalandhar (16 days).

Process Simplification: Towards Minimum Government, Maximum Governance

The procedures for issuance of passport were further simplified and liberalized by:

1. Acceptance of Birth Certificate in respect of abandoned/orphaned children liberalized for providing passport services
2. Liberalization of the requirement of NOC by Govt. officials for passport applications
3. Acceptance of registered rent agreement as proof of address
4. Acceptance of self-attested documents
5. Doing away with ink signatures of PIAs to optimize use of manpower
6. Acceptance of Photo passbooks issued by Scheduled Indian banks and Regional Rural banks in addition to the ones issued by Scheduled Public Sector banks, as proof of address and identity.

Passport Applications: Geographical, Demographic and Socio-economic Trends

Volume of Applications

- Top 5 States in terms of number of applications received: Uttar Pradesh, Kerala, Maharashtra, Tamil Nadu and Gujarat (accounting for more than 51% of total applications)
- Top 5 Passport Offices in terms of number of applications received: Lucknow, Hyderabad, Bangalore, Kolkata and Ahmedabad
- Top 5 districts in terms of number of applications received (excluding metropolitan cities of Delhi, Mumbai, Hyderabad, Kolkata, Bangalore and Chennai): Malappuram, Pune, Thane, Ahmedabad and Khozhikode
- Top 5 countries outside India in terms of Indian passport applications: UAE, Saudi Arabia, US, Kuwait and Qatar

Application Type

First Time: 71%

Reissue: 29%

Tatkaal: 5% [down from 8% in 2013]

Jumbo Booklets: 3%

Miscellaneous Services: 4%

Demographic & Socio-economic Trends

Male/Female Ratio	68/32 (148 applicants declared themselves as transgender)
Student Applicants	18%
Govt/PSU employees	3%
Graduate and above	25%
10th pass and above	35%

Below 10th standard	40%
Average Age of applicant	30 Years
0-18 age group	13%
19-30 age group	43%
31-45 age group	26%
46-60 age group	13%
Senior citizens (above 60)	6%
Youngest applicant	1 Day (Born on 16/12/15. Passport applied and issued on the very next day)
Oldest applicant	115 years (Born in 1900 in Haryana)

ISO Certifications/ Awards

Passport Seva achieved three ISO Standards 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

Awards & Recognition

During the year, the Passport Seva Project received the following awards:

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

New Delhi

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