

Passport Seva obtains 3 ISO Certifications



The Passport Seva Project (PSP) recently achieved the unique distinction of becoming the first Mission Mode Project under National eGovernance Plan to receive ISO certifications against 3 widely recognized ISO standards. These certifications are valid for 3 years up to May 2018.

2. International Organization for Standardization (ISO) is an independent, non-governmental membership organization and the world's largest developer of voluntary International Standards. ISO has 163 member countries that are the national standards bodies around the world, with a central secretariat based in Geneva, Switzerland. ISO International Standards signify that products and services are reliable, efficient and of good quality.

3. Category of Certifications:

- i) **ISO 9001:2008** - Passport Seva Kendra Operations for delivery of Passport related services to citizens. This acknowledges **effective implementation of Quality Management System (QMS)** implemented at 77 Passport Seva Kendras (PSKs) across the country providing citizen service to about 50,000 applicants daily.
- ii) **ISO 20000-1:2011 Certification – IT Service Management** and Operational Support of Passport Seva System covering all IT Infrastructure, Application and Information Security. This covers IT service management backbone supporting the services to various Passport Seva stakeholders.

iii) ISO 27001:2013 Certification – Information security management System: Protection of information assets and IT infrastructure of entities within Passport Seva viz. Passport Seva Kendras, Central Passport Printing Facility, Data Centre, Disaster Recovery Centre, Network Operation Centre, Application Support Centre, Regional Passport Offices and Hqrs (MEA-CPV). This covers establishing comprehensive ISMS (Information Security Management System) framework comprising of Security policies & procedures, Risk and Incident Management artefacts to ensure confidentiality, integrity and availability of information assets.

4. The three ISO certifications are a testimony to the Passport Seva Project team's sustained efforts for providing superior citizen service with focus on continual improvement and implementation of best practices in e-Governance.
