

**Passport Seva Kendra, Shillong
Regional Passport Office, Guwahati**

Press Release

Chief Minister, Meghalaya inaugurates PSK in Shillong

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Chief Minister, Dr. Mukul Sangma today formally launched Passport Seva Kendra (PSK) in Shillong at a function at State Convention Centre in the gracious presence of State Cabinet Ministers, MPs, MLAs and other dignitaries. The people of Meghalaya will no longer need to travel to Guwahati for passport services.

2. The PSK Shillong is integrated with the other 77 PSKs in the country set up and operationalised under Passport Seva Project (PSP) – a high impact citizen-centric e-governance initiative as part of National e-Governance Plan. More than 2 crore passport service applications have been processed so far under the new system which is fully online.

3. Smt. Sushma Swaraj, Union External Affairs Minister was scheduled to attend the function as the Chief Guest. However, due to adverse weather condition, the Indian Air Force helicopter, which was to bring her to Shillong, could not land. Her statement was read out by the Joint Secretary & Chief Passport Officer of the Ministry of External Affairs, Sh. Muktesh Kumar Pardeshi. In her message, Smt. Swaraj felicitated the people of Meghalaya and underlined Government's firm commitment to providing efficient delivery of passport services to Indian citizens in keeping with the PSP's vision. Expressing gratitude to the State Government for cooperation in operationalisation of the PSK, she emphasised the importance of the North-East region and its role in the Look East policy. The Ministry plans to set up PSKs in Arunachal Pradesh, Manipur, Nagaland and Sikkim shortly.

4. Chief Minister, Dr. Mukul Sangma thanked the Central Government for giving the State a Passport Seva Kendra which will help in promoting people to people contacts between North-East and other neighbouring countries.

5. The PSK will work under the administrative control of Regional Passport Office, Guwahati. The applicants are required to log on to the Passport website www.passportindia.gov.in; create their user ID and assign a password ; fill & submit the application form online, make payment of passport fees online through debit/credit card or internet banking of State Bank of India(SBI). Applicants can also use the challan option provided on the portal and deposit the fees in SBI branch after generating challan online. Upon confirmation of payment receipt by SBI, applicants are allotted appointment by the System. On the appointed day/slot, the applicants, along with print-out of Appointment Slip, original documents and

photocopies, visit the PSK for submission of application. Applicants' presence in person at the PSK enables the Passport Issuing Authority to capture their photograph and fingerprints to prevent the incidence of impersonation. The applicants also get full opportunity to see and affirm their personal particulars to be entered in the passport to avoid unnecessary correspondence later. The applications can be filed online through Common Service Centres also. Status of applications can be tracked through website. For assistance one can call toll-free helpline 1800-258-1800.

6. The MEA has taken a big lead in the country in improving governance in Passport Offices by focussing on faster service delivery, citizen-friendliness and convenience. The measures like taking Govt. decisions including verification of requisite documents and granting of passports are taken in presence of citizens which require good co-operation and understanding of citizenry as well.

Shillong
14 November 2014
