

## **Passport Seva: Winner of the Express Group eGovernance award for Outstanding Performance in Citizen Service Delivery**

The Passport Seva Project has been awarded the Express group eGovernance award under the category - 'Outstanding Performance in Citizen Service Delivery'. The awards were announced at the Express Technology Sabha held at Hyderabad, Telangana on 14<sup>th</sup> February 2015. Smt. Ashwini Sattaru, Regional Passport Officer, Hyderabad and Shri Rajesh Dogra, Head of Business Operations (PSP) received the award from Shri Parakala Prabhakar, an advisor to Government of Andhra Pradesh.



Smt. Ashwini Sattaru, Regional Passport Officer, Hyderabad and Shri Rajesh Dogra, Head of Business Operations (PSP) receiving the award from Shri Parakala Prabhakar, an advisor to Government of Andhra Pradesh.

The Award for Passport Seva is yet recognition of the transformation brought in by Ministry of External Affairs in Partnership with Tata Consultancy Services in delivering passport and related services to the citizens of India.

## **About Passport Seva Project**

The Passport Seva is being executed by the Ministry of External Affairs in public-private partnership with the Tata Consultancy Services as the service partner. The Project aims “to deliver all Passport-related services to the citizens in a timely, transparent, more accessible, reliable manner and in a comfortable environment through streamlined processes and committed, trained & motivated workforce”.

The Passport Seva Project is one of the largest Mission Mode Projects of the Government of India under the National eGovernance Plan. The project demonstrates how innovative use of Information and Communication Technology (ICT) can transform the way citizens receive services from Government institutions. The entire process of citizen service delivery has been automated. Services are delivered through a country-wide networked environment integrating Passport Seva Kendras (PSKs), Passport Offices and external stakeholders involved in the process viz. Police, India Security Press and India Post. A Tier III Data Center and an active-active Data Recovery Center have been set up with 24X7 operations. The system has built-in interoperability to exchange information with other Government departments. With 39 Passport Issuance Authorities, 77 state-of-the-art PSKs and the upcoming 18 Passport Seva Laghu Kendras, the project has expanded the reach of Passport services, ensured service delivery in a transparent manner, in a comfortable environment with greater security, reliability and within defined service levels. The Passport data is also accessible at Immigration Check Posts and at the 183 Indian Missions & Posts abroad. 22+ million applications have been processed in the new system to date. 50,000+ citizens are serviced daily and citizen satisfaction stands greater than 99%. The 24x7 Call Center supports 17 languages and handles 20,000+ calls daily. The online portal <http://passportindia.gov.in> provides up-to-date information/ real time status and receives 20+ million hits /day. A mobile app mPassport Seva is also available for the convenience of citizens and receives over 15,000 hits per day. For other awards won by Passport Seva Project, [click here](#).  
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