Passport India 2015
A Year of Smart Citizen Service Delivery
Jan 2016
www.passportindia.gov.in
1800-258-1800
• **1.2+ crore** Passport services delivered to citizens in India & abroad. An increase of **21%** compared to 2014 and **41%** compared to 2013.

• **18.66%** rise in applications received in India

• **6.33 crore** Indians held valid Passport on 31st Dec 2015 (Up from 5.70 crore in 2014 and 5.19 crore in 2013)

• **1.14+ crore** new Passport holders added during the years 2014-15
• **1-7** Appointment availability days across India

• **87%** Tatkal Passports issued within 3 days

• **5%** Tatkal category applications (Down from 8% in 2013)

• **68%** Normal Passports issued within 30 days including PV (Up from 46% in 2014)

• **34 Days** Average Police Verification time (Down from 49 days in 2013)

• **61%** PVRs completed within **21 days** (Up from 47% in 2014 & 37% in 2013)

• **71/29** First time / Reissue applicants

• **68/32** Male/Female applicants

• **18%** Students applicants

• **30 Years** Average age of Passport applicant

• **1 Day** Youngest applicant

• **115 Years** Oldest applicant
50,000+ Citizens Serviced per day within India
17 Language Call Centre
20,000+ Calls per day
2+ crore Hits per day on Passport Seva Portal
1+ lakh SMSs sent per day
13.7+ lakh Mobile app. downloads till 31st Dec 2015
15,000+ Mobile app. hits per day
• Total number of **Passport Seva Kendras** : **85** (Up from 77)

• **PSKs** commenced operations in **Agartala, Aizawl, Imphal, Kalaburagi, Shillong, Darbhanga, Gangtok & Karimnagar**

• **PSKs in Dimapur and Itanagar** to commence operations in January 2016

• **397 Passport Melas** on holidays. **2.5+ lakh** applications processed during extended hours

• **124 Passport Seva Camps** held at remote locations processing **51,000** applications

• **Passport Seva Mitra**: 4-8 weeks Internship scheme launched for Graduate Students to enable them to experience the benefit of e-Governance.

• **1.2 lakh** applications submitted online at Common Service Centers (CSCs)
• Utter Pradesh creates history. Emerges as the No.1 state for the first time in terms of Passport Services (13.37)

• Another Record Created. For the first time 4 states become Passport millionaire states; Utter Pradesh(13.37), Maharashtra(11.87), Kerala(11.44), Tamil Nadu(10.08)

• 5 States with more than 5 lakh Passport Services; Gujarat(7.47), Punjab(7.15), Karnataka(6.37), West Bengal(5.86), Telangana(5.38)

• Telangana, Meghalaya, Assam, Utter Pradesh, Manipur and Tripura saw a maximum growth (35%-63%) in Passport application. National growth rate – 18.66%

• 6 RPOs with more than 5 lakh Passport Services; Lucknow(9.48), Hyderabad(7.60), Bangalore(6.33), Kolkata(6.13), Ahmedabad(5.66), Delhi(5.06)

• Missions/Posts in the UAE(2.5+) and Saudi Arabia(1.5+) issued maximum number of Passports abroad

*Figures in Lakh
87.02+ lakh Police Verification Reports (PVR) submitted. An increase of 22.5% over 2014

32.23% reduction in Police Verification Pendency

All India average Police Verification time reduced to 34 days (Down from 49 days in 2013)

61% Police Verification Reports completed within desired timeframe of 21 days (Up from 47% in 2014 & 37% in 2013)

95% Police Districts follow Online model of verification.

156 Districts moved online in 2015. 683 of 731 Police Districts are now online integrated with Passport Seva System.
Acceptance of Birth Certificate in respect of abandoned/orphaned children liberalised for providing passport services

Liberalisation of the requirement of NOC by Govt. officials for passport applications

Acceptance of registered rent agreement as proof of address

Acceptance of self-attested documents

Acceptance of Photo passbooks issued by Scheduled Private Sector Indian Banks and Regional Rural Banks

Online Integration with UIDAI for e-authentication of Aadhaar
Passport Seva achieved triple ISO certifications 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
- National Award for e-Governance 2014 - 2015 (Gold Award)
- Web Ratna Platinum Award 2014
- Express Group e-Governance Award
- CIO & Leader Business Impact Award 2015
- Jewels of Digital Champion Award 2015
PASSPORT SECTION
EMBASSY OF INDIA, KATHMANDU

• Embassy of India, Kathmandu operates a full fledged Passport/Consular Section, which strives to provide best possible Passport Renewal Services to Indians based in Nepal.

• For further information, kindly visit http://www.indianembassy.org.np/

• In case of any difficulty, kindly get in touch with the Consular Section, in person.