



सत्यमेव जयते

Passport Seva



Service Excellence

Passport India 2015

A Year of Smart Citizen Service Delivery

Jan 2016



www.passportindia.gov.in



1800-258-1800



SMS



Passport India 2015

21% Growth in Delivery of Citizen Services

- **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

Passport India 2015

In Numbers

- **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

Passport India 2015

In Numbers

- **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

Passport India 2015

Extending Reach to Citizens

- 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)



Camp at Salem

Passport India 2015

Geographically

- **Uttar 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**; Uttar 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, Uttar 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

Passport India 2015

Police Verification



- ✓ **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.

Passport India 2015

Minimum Government Maximum Governance

- **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



Passport India 2015 Awards & Accolades



- ❖ 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