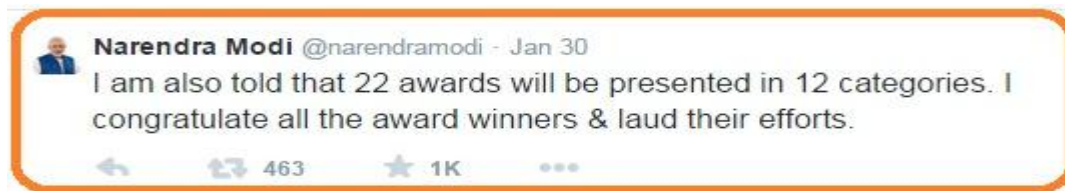


**Passport Seva: Winner of the National Award  
for e-Governance (Gold Award) for  
Outstanding Performance in Citizen-Centric Service Delivery**

The Passport Seva Project has been awarded the National Award for e-Governance 2014-2015 (Gold Award) for Outstanding Performance in Citizen-Centric Service Delivery. The awards were announced at the 18<sup>th</sup> National Conference on e-Governance held at Gandhinagar, Gujarat on 30 January 2015. Shri Muktesh K. Pardeshi, Joint Secretary (PSP) & Chief Passport Officer, Ministry of External Affairs, accompanied by senior Project officials, received the Award from Smt. Anandiben Patel, Hon'ble Chief Minister of Gujarat. The Award carries a citation, a trophy and a prize amount of Rs. two lakhs.



Shri Narendra Modi, Hon'ble Prime Minister of India, connected to the Conference through twitter and wished the award winners:



The National eGovernance Awards, given by the Government of India (Department of Administrative Reforms and Public Grievances) every year, seek to recognize the projects which have resulted in delivering enhanced value (qualitative or quantitative or both) to its beneficiaries through effective use of ICT.



Shri Muktesh K. Pardeshi, Joint Secretary (PSP) & Chief Passport Officer (MEA), Shri Tanmoy Chakraborty, Global Head, Government Industry Solutions Unit (TCS), Shri Golok Kumar Simli, Principal Consultant and Head Technology (MEA), Shri Z.A. Khan, RPO Ahmedabad, Smt. Shalini Mathur, Project Director (TCS) and Shri Rajesh Dogra, Head Business Operations (TCS) receiving the award from Smt. Anandiben Patel, Hon'ble Chief Minister of Gujarat.

The National Award for Passport Seva is a testimony of the public service transformation brought by the Ministry of External Affairs in delivering passport and related services to the citizens of India. In the year 2014, the Ministry created a milestone by processing more than one crore Passport service applications in a year through its Passport Offices in India and Missions abroad. India has emerged as the third largest Passport issuing country in the world after China and the United States.

### **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 e-Governance 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](#).**

New Delhi: 6 February 2015