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 31\textsuperscript{st} 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
• 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)
• **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

*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 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