

विदेश मंत्री
भारत



Minister of External Affairs
India



MESSAGE

It gives me great pleasure to join all our Passport Issuing Authorities in India and abroad on the occasion of the 12th Passport Seva Divas. The Ministry of External Affairs, along with the Central Passport Organization, has been marking this occasion and renewing our commitment to provide passport and related services to citizens of India in a timely, reliable, accessible, transparent and efficient manner. I am happy to note that in 2023, the Ministry rendered 1.65 Crore passport related services to our citizens. The year 2023 noticed a commendable annual growth of nearly 15% in passport and other related services. The monthly submission of applications crossed 14 Lakh mark in 2023.

As we commemorate the Passport Seva Divas today, we continue our commitment to deliver next level of citizen experience by leveraging the power of latest technologies combined with dynamic and motivated workforce.

To reach out to our citizens at their doorsteps, the Ministry has so far operationalized 440 Post Office Passport Seva Kendra (POPSKs). Together with the existing 93 Passport Seva Kendras, we now have a total of 533 Passport Processing Kendras and 37 Regional Passport Offices (RPOs) in the country. For providing a similar service delivery experience to our citizens abroad, the Ministry has successfully



integrated the passport issuance systems in 187 of our Missions/Posts abroad.

To further improve the passport delivery ecosystem, the Ministry is continuously working with States/UTs police to reduce the time taken for police verification. The mPassport Police App has been initiated at 25 States/ UTs covering 9000 Police Stations. The Passport Seva System has also been integrated successfully with DigiLocker system to facilitate paperless documentation process.

Our Government is committed in ensuring that Passports serve as crucial travel documents that significantly impact a country's development by way of facilitating international trade and investment, boosting tourism, enhancing global mobility, education and skills development, diplomatic relations, security and regulation, legal identity and for crisis management such as evacuation and assistance.

There is today widespread recognition in the country and abroad that the passport delivery program is one of the services of the Government which has improved significantly, and is very much appreciated by the average citizen as a model of efficient service delivery. I congratulate today both Team MEA and Team CPO in this regard. I am sure they will continue to meet the expectations of the citizens. I wish success to all stakeholders in this Project. Happy Passport Seva Divas!

(Dr. S. Jaishankar)