

## **PRESS RELEASE**

### **Passport Seva Project Wins CSI-Nihilent e-Governance Award for Excellence**

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The Computer Society of India (CSI) has adjudged Ministry of External Affairs' Passport Seva Project as the most significant e-Governance initiative of the Government of India undertaken during 2011-12. The final selection for the award was done after a multi-stage evaluation, which included field visits to Passport Seva Kendras.

2. The Computer Society of India is the largest association of IT professionals in India. It joined hands with Nihilent Technologies in the year 2002 to institute CSI-Nihilent e-Governance Awards for recognising successful efforts in application of ICT for good governance.

3. The PSP, approved by the Union Cabinet and launched in Public-Private Partnership mode with Tata Consultancy Services as service partner, aims "to deliver all Passport-related services to the citizens in a timely, transparent, more accessible, reliable manner & in a comfortable environment through streamlined processes and committed, trained & motivated workforce". The Ministry of External Affairs successfully completed setting up and operationalisation of 77 PSKs in the country in June 2012.

4. The Ministry is improving governance in Passport Offices by focussing on citizen-centricity, service orientation and transparency. The intended benefits to common man are service provisioning in a transparent manner within defined service levels, closer and larger number of access points for services, easy availability of a portfolio of on-line services with real-time status tracking and enquiry, availability of good public facilities at PSKs and an effective system of grievance redressal. The award is a clear recognition that enhanced usage of ICT as envisioned in the Passport Seva Project has brought about transformation in the functioning of the Passport Offices and delivery of public service to citizens.

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