

PRESS RELEASE

Passport Seva Project Wins eINDIA Award for Excellence

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The flagship e-Governance programme of the Ministry of External Affairs, Passport Seva Project (PSP) has been conferred with 'eINDIA Governance Award 2013' under Government to Citizens (G2C) initiative category. The award was presented by Hon'ble Minister of Information Technology, Government of Andhra Pradesh, Shri Ponnalla Lakshmaiah, at the 9th eIndia Summit held at Hyderabad on 23 – 24 July, 2013. The Project was earlier awarded the CSI-Nihilent Award for being the most significant e-Governance initiative of the Government of India undertaken during 2011-12.

The Passport Seva Project, 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 and in a comfortable environment through streamlined processes and committed, trained and motivated workforce'. The Ministry of External Affairs successfully completed setting up and operationalisation of 77 Passport Seva Kendras (PSKs) in the country in June 2012.

The Ministry is improving governance in Passport Offices by focusing 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 online 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 PSP has brought about transformation in the functioning of Passport Offices and delivery of public service to citizens.

New Delhi

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