PRESS RELEASE
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Mobile Application '*mPassport Seva*' launched

The Ministry of External Affairs, with a view to provide mobile enablement of public services, has launched a Mobile Application *'mPassport Seva'* to offer a wide variety of services to smartphone users such as Passport Application status tracking, locating the Passport Seva Kendra (PSK) and general information on various steps involved in obtaining a Passport. This will further enhance the citizen experience and help people in getting anytime anywhere information on basic Passport-related procedures and services. *mPassport Seva* has been made available first on the android platform. The latest version of the application could be downloaded from Passport Seva Portal www.passportindia.gov.in .

2.   The Passport Seva Project (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 citizen 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. The Computer Society of India (CSI) has adjudged Passport Seva Project as the most significant e-Governance initiative of the Government of India undertaken during 2011-12.

3.   The Ministry is improving the delivery of Passport services and governance in Passport Offices by focussing on citizen centricity, service orientation and transparency. In 2012, the Ministry rendered a record number of 73.89 lakh Passport services, registering almost a three-fold increase since 2000.

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