

Vision

"To deliver passport services to citizens in a timely, transparent, more accessible, reliable manner and in a comfortable environment through streamlined processes and committed, trained and motivated workforce"



Smt. Sushma Swaraj
Minister of External
Affairs

Digital Flow



Online Data Entry



Biometrics Data



Digital Photograph



Infrastructure

KER NO.	COUNTER	TOKEN
N 106	B5	N 83
N 107	B4	N 93
N 108	B0	S 38
S 41	B1	W 50
W 67	B3	-
W 69	B6	TOKEN NO.
W 70	B7	W 49



Service Excellence

- ⌘ State-of-Art PSKs
- ⌘ Streamlined Processes
- ⌘ e-Payment
- ⌘ Extended Business Hours
- ⌘ Trained Workforce

eGovernance



mGovernance

- ✓ Workflow Automation
- ✓ Electronic Database
- ✓ mPassport Seva
- ✓ Grievance Redressal

Digital Empowerment



Assured Exit
Letter

Regular Status
Updates

Creation
of Jobs

On-spot
Granting

Universal Access



- **Services available in
India & Abroad**

- **National Trusted Traveller
Programme**

- **Database access to Immigration &
other Secure Agencies**



Delivering



Faster



Transparent



Secure

Passport Services



Realizing the vision of
Digital India