

Project Details: NAeG/14-15/00057

Project id -	NAeG/14-15/00057
Name of The Project	Passport Seva Project
Category of Award Applying for	Outstanding performance in Citizen-Centric Service Delivery
Date of Launch	30-06-2012
	<p>The Passport Seva Project is one of the largest Mission Mode Projects of the Government of India under the National eGovernance Plan . The NeGP was formulated by the Government of India to promote eGovernance in the country with the ultimate objective of bringing public services closer home to citizens. With increasing globalization, there has been an increase in demand for passport and related services. The existing infrastructure at Passport Offices, the systems and processes were falling short of meeting the growing demand and heightened expectations of the citizens with respect to service delivery. Besides, there was also a need to comply to international travel standards which could not be met with the existing systems. Thus to augment and improve the delivery of passport services to Indian citizens, the Ministry of External Affairs launched the Passport Seva Project. The Passport Seva Project has the following Vision statement : 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 motivated workforce The key objectives of the Passport Seva Project are to Provide better reach and accessibility to applicants Provide a comfortable environment with best in class facilities to applicants Make available multiple channels for providing latest information and status to passport applicants Bring in transparency and efficiencies with improved, standardized and automated processes Provide up to date information and data at any time for effective decision making Introduce a scalable and extendable model to handle growing demand and interoperability needs with other departments and government agencies (Police, India Security Press and India Post) Provide a real time centralized repository of passport holders, accessible to all passport offices, missions and posts, immigration and other government departments Help comply with international travel standards Provide a platform for issuance of epassports in futureThe Passport Seva Project is being executed in public private partnership mode with Tata Consultancy Services, Asia largest IT services, consulting and business solutions organization, as the private partner. The Passport Seva Project provides an innovative approach to delivering Passport and related services to the citizens of India. The project demonstrates how innovative use of Information and Communication Technology can transform the way citizens receive services from government institutions. In an ICT enabled eGovernance framework, services are being rendered to citizens in a transparent manner, improving the reach, accessibility, accountability and efficiency of services delivered by government institutions.</p> <p>The key beneficiaries of the project are 1.The Citizens of India Applicants for passport & related services 2.Staff and Management of Ministry of External Affairs 3.State Police involved in the Passport Issuance process 4.Indian Missions and Posts abroad 5.Immigration and other government departments requiring passport related informationand</p>
Summary/Objective of the project	
Beneficiary of the project	
Details of Project Head	
Name	Muktesh K Pardeshi
Designation	Joint Secretary PSP and CPO
Gender	Male
Address	Ministry of External Affairs Patiala House Annex Tilak Marg CPV Division New Delhi
Pincode	110001
State	Delhi
Phone Number	23387013
Mobile Number	9971606792
Email-ID	jscpo@mea.gov.in
Details of team members, if any, other than Project Head:-	
Name(1st team member)	R Swaminathan
Designation(1st team member)	Special Secretary AD and CPV
Name(2nd team member)	Anil K Sobti

Designation(2nd team member)	Project Director PSP
Name(3rd team member)	Golok K Simli
Designation(3rd team member)	Principal Consultant and Head Technology
Name(4th team member)	A K Bhatnagar
Designation(4th team member)	Consultant Project Management
Name(5th team member)	NA
Designation(5th team member)	NA
Name(6th team member)	NA
Designation(6th team member)	NA
Supporting documents:-	Award Specific Form Self Certification by the Project Head