

GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS

RAJYA SABHA
UNSTARRED QUESTION NO.1812
TO BE ANSWERED ON 17.03.2022

PAPERLESS PASSPORT SERVICE

1812. SHRI SYED ZAFAR ISLAM:

Will the Minister of **External Affairs** be pleased to state:

whether Government has launched Passport Seva Programme V2.0 to ensure paperless passport service?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS
[SHRI V. MURALEEDHARAN]

The Passport Seva Programme (PSP) V2.0 is an upgraded version of PSP V1.0 wherein technological augmentation, use of emerging technologies like Artificial Intelligence, Chat-Bot, use of Big-Data, Advanced Analytics and latest technological solutions for better manageability, scalability, quick adaptability (without system downtime), agility (for increased volumes) and better security, will be deployed in the PSP system, thereby enhancing the experience of citizens. While the above would result in minimized paperwork, however, the PSP V2.0 would not be a complete paperless passport service.
