

GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS
RAJYA SABHA
UNSTARRED QUESTION NO-551
ANSWERED ON- 04/12/2025

UPGRADED PASSPORT SEVA PROGRAMME

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Will the Minister of EXTERNAL AFFAIRS be pleased to state :-

- (a) the salient features of upgraded Passport Seva Programme (PSP V2.0) and the Global Passport Seva Programme (GPSP V2.0);
- (b) the manner in which the new digital tools are expected to improve the passport application and grievance-redressal experience for citizens;
- (c) the salient characteristics of newly introduced e-passport and alignment with International Civil Aviation Organization (ICAO) standards; and
- (d) the steps taken to ensure a smooth nationwide and global transition to the upgraded systems?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS
(SHRI KIRTI VARDHAN SINGH)

(a & b) Upgraded Passport Seva Programme (PSP V2.0) and Global Passport Seva Programme (GPSP V2.0) introduces a fully digitally enabled passport ecosystem with several innovative enhancements to improve accuracy, transparency and convenience for applicants in India and abroad. The platform incorporates facial recognition and biometric matching to strengthen identity verification and speed up processing. Citizen support is enhanced through chatbot that offers application guidance. PSP V2.0 leverages emerging technologies, including SMS/email alerts, data analytics and report generation. Process automation supports document validation to prevent forgery, reduce manual errors and lower operational costs.

New digital tools introduced under PSP V2.0 have significantly improved the passport application and grievance-redressal experience by making the process faster, transparent and more user-

friendly. Applicants benefit from chatbot and citizen centric service delivery system that guide them to the correct service page, provide information on required documents, appointment availability and nearest PSK/POPSK. Automated biometric matching strengthens security and accelerates decision-making during application processing. Real-time SMS/email alerts keep citizens informed at every stage of their application cycle. For grievance redressal, track of pendency and delays or deviations are continuously monitored by Project Management Unit (PMU) of PSP Division, MEA. In addition, feedback kiosks installed at PSKs capture both qualitative and quantitative inputs from applicants, which are analyzed to improve service delivery and citizen satisfaction.

(c) The e-Passport, the flagship program of the Ministry, is a hybrid passport integrating both paper and electronic elements, featuring a Radio Frequency Identification (RFID) Chip and an embedded antenna as an inlay. The e-Passport Project entails incorporating a digital aspect into the existing physical passport, complete with an extensive global digital signature authentication process. Crucial information of the passport is printed on its data page and simultaneously stored in the embedded chip. The document and chip adhere to the specifications outlined by the International Civil Aviation Organization (ICAO) guidelines.

(d) To ensure smooth nationwide and global transition, comprehensive hands-on training was provided to various stakeholders including Missions/Posts, RPOs, Police department, Other Service Provider (OSP) to ensure operational readiness. Post successful pilot launch, PSP V2.0 was rolled out throughout the country in all 37 Regional Passport Offices and their Passport Seva Kendras (PSKs) and Post Office Passport Seva Kendras (POPSKs) on 26th May 2025. Subsequently, the Global Passport Seva Programme version 2.0 (GPSP V2.0) was rolled out at all Indian Missions/Posts abroad on 28th October 2025. A dedicated Project Monitoring Unit (PMU) in the PSP Division in the Ministry monitors the system performance and stability while a 24×7 helpline provides round-the-clock support to users and resolves operational issues related to both applications, ensuring uninterrupted and efficient service delivery.
