

GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS
RAJYA SABHA
UNSTARRED QUESTION NO. 1358
ANSWERED ON 30/07/2026

MODERNISATION OF PASSPORT SERVICES

1358 # SHRI NAVEEN JAIN
SHRI BABUBHAI JESANGBHAI DESAI
SHRI NARESH BANSAL
DR. DINESH SHARMA
SHRI AMAR PAL MAURYA
DR. SANDEEP KUMAR PATHAK
SHRI BABURAM NISHAD
SHRI MASTHAN RAO YADAV BEEDHA
SHRI SAMIK BHATTACHARYA
DR. MEDHA VISHRAM KULKARNI

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) whether Government has introduced reforms to make passport services more accessible, efficient and citizen-centric and if so, the salient features thereof;
- (b) the present status of implementation of e-Passports, including coverage achieved and the roadmap for phased expansion;
- (c) whether steps have been taken to strengthen the network and service delivery of Passport Seva Kendras and Post Office Passport Seva Kendras, particularly in underserved areas; and
- (d) the details of digital and technological interventions adopted to improve transparency, reduce processing time and enhance the overall passport service experience?

ANSWER

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

(a to d) Yes. The upgraded Passport Programme Version 2.0 (PSP V2.0), along with the ePassport, was rolled out at all 37 Regional Passport Offices (RPOs) and respective Passport Seva Kendras (PSKs) and Post Office Passport Seva Kendras (POPSKs) in the country in a phased manner and the pan-India roll out was completed on 26 May 2025. Further, the Global Passport Seva Programme Version 2.0 (GPSP V2.0) along with the ePassport was implemented in all Missions/Posts abroad in a phased manner and the roll out was completed on 28 October 2025. The Passport Seva Programme (PSP) provides comprehensive digital platforms, including the Passport Seva Portal, Passport Seva Mobile Apps and centralized citizen service call centre available through toll free number, enabling applicants to access information, track application status and obtain responses to routine queries without visiting Regional Passport Offices. These digital initiatives have substantially reduced the need for physical visits for administrative enquiries while improving accessibility, convenience and service delivery.

The Ministry of External Affairs (MEA) has also taken several steps to expand and strengthen the network of PSKs and POPSKs in underserved cities and to improve digital/online facilities for faster processing. MEA, in association with Department of Posts (DoP), decided in January 2017 to open Seva Kendras at the Head Post Offices (HPO)/Post Offices (PO) in the country called Post Office Passport Seva Kendras (POPSK) in each Lok Sabha Constituency (LSC) where there is no PSK or POPSK. Currently, 93 PSKs and 456 POPSKs are operational under 37 RPOs in the country. To cater to the increase in demand for the passport and related services, MEA has been taking various steps including **increasing the number of daily appointments** and **organising special drives** on weekends. Moreover, in June 2018, Ministry launched the '*Apply anywhere in India*' scheme under which a passport can be applied at any PSK/POPSK in India. Also, MEA has been deploying *Passport Mobile Van*, for on-site passport processing in rural/remote, hilly and underserved areas. Police Verification has been an integral part of the Passport Issuance process. In January 2016, the Ministry launched *Passport Seva Police App* (erstwhile *mPassport Police App*) for Android/iOS for use by State/UT police personnel tasked with conducting police verification, enabling them for an expeditious submission of PVR digitally directly from the Police Station itself. It is worthwhile to note that 25 States/UTs covering more than 9444 Police Stations across the country have already launched Passport Police Seva App. The Passport Seva system utilizes SMS notifications to keep applicants informed at various stages of passport processing. Automated alerts are sent regarding appointment confirmation, receipt of application, status of document scrutiny, initiation and completion of police verification, granting, printing, dispatch and delivery of passports, as applicable. Applicants can also track the status of their applications online through the Passport Seva Portal, thereby ensuring greater transparency and timely communication throughout the passport issuance process. Moreover, a dedicated Project Monitoring Unit (PMU) in the PSP Division continuously monitors system performance and stability, while a 24×7 helpline provides round-the-clock support to users and resolves operational issues ensuring uninterrupted and efficient service delivery. These steps have reduced the average passport processing and issuance time.
