GOVERNMENT OF INDIA

MINISTRY OF EXTERNAL AFFAIRS

LOK SABHA

STARRED QUESTION NO - 99

ANSWERED ON 05.12.2025

UPGRADED PASSPORT SEVA PROGRAMME

99. SHRI ANUP SANJAY DHOTRE

     SMT. SMITA UDAY WAGH

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

(a) the current status of implementation of the upgraded Passport Seva Programme Version 2.0 (PSP V2.0) across all Indian Missions and Posts worldwide, along with details of advanced technological features introduced, including AI-enabled assistance, biometric upgrades and the global rollout of next-generation e-passports;

(b) whether the Government has made any assessment of the improvements in service-delivery timelines, transparency and citizen satisfaction since the global launch of PSP V2.0, if so, the details thereof;

(c) the specific measures taken to ensure data security, cyber-resilience and protection of privacy of citizen information being

handled through the upgraded, digitalized system in adherence to international standards and best practices;

(d) the steps initiated to strengthen digital infrastructure, staff capacity and real-time monitoring systems for seamless passport and consular service delivery; and

(e) the future roadmap planned to further modernize passport governance, consular services and expand global coverage of PSP V2.0 ?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS

(SHRI PABITRA MARGHERITA)

(a) to (e) A statement is laid on the table of the House.

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STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) IN RESPECT OF LOK SABHA STARRED QUESTION NO.*99 FOR REPLY ON 05.12.2025 REGARDING UPGRADED PASSPORT SEVA PROGRAMME

(a)   The upgraded Passport Programme Version 2.0 (PSP V2.0) has been rolled out in all 37 Regional Passport Offices (RPOs) and their Passport Seva Kendras (PSKs) and Post Office Passport Seva Kendras (POPSKs), in a phased manner and on 26th May 2025, roll out of PSP V2.0 was completed at the country level. Further, the Global Passport Seva Programme Version 2.0 (GPSP V2.0) has been implemented in 202 Missions/Posts worldwide, in a phased manner, and the roll out of GPSP V2.0 was completed on 28th October 2025.

The advanced technological features introduced in PSP V2.0 are:

(i) Artificial Intelligence (AI) enabled assistance is incorporated in the PSP V2.0 for document verification and data analytics.

(ii) Virtual assistance in the form of chatbot is provided to address citizens' queries.

(iii) Automated biometric data matching strengthens security and enhances decision-making during passport application processing.

(iv) Radio Frequency Identification (RFID) chip embedded in the e-Passport stores demographic information and photograph.

(v) Advanced encryption of data in the e-Passport enables safe and secure data validation.

(vi) Public Key Infrastructure (PKI) protects sensitive data from unauthorized access and tampering.

(vii) PSP V2.0 is designed to meet International Civil Aviation Organization (ICAO) standards for worldwide recognition and interoperability.

(b) Yes. Under PSP V2.0/GPSP V2.0, the assessment of improvements in service-delivery timelines, transparency and citizen satisfaction are being done through various mechanisms such as monitoring of appointment cycles and pendency reports, data analytics and various dashboards available with the respective RPOs/Missions & Posts and with Project Monitoring Unit (PMU) of PSP Division, Ministry of External Affairs (MEA). These aspects are part of Service Level Agreement (SLA) with the service provider.

A Service Request Management (SRM) tool has been implemented in PSP application, through which any kind of issue/ service request can be made by the respective RPO. For the purpose of getting feedback from the citizens, self-service kiosks/ feedback screens are installed at Passport Seva Kendra (PSK)/ Post Office Passport Seva Kendra (POPSK) functioning at different places to capture feedback from citizens on

service experience, which are continuously monitored at the Ministry level. In addition to the above, there is a 24x7 call-centre serving in 17 different languages (location wise) for clarification and issue resolution for citizens. Digital processes, data analytics and biometric validation have resulted in measurable improvements in passport processing and issuance timelines.

(c) PSP V2.0 and GPSP V2.0 are enabled with a mature enterprise-grade security framework that delivers comprehensive protection across the ecosystem. The PSP application's security tools provide comprehensive protection across multiple areas, including identity and access security, data security and application security. It also incorporates robust vulnerability management and Security Information and Event Management (SIEM) based monitoring, to protect citizens' personal data from breaches and misuse.

(d) New digital tools introduced to strengthen digital infrastructure 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. 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.

Real time monitoring of the entire PSP application is done by Network Operations Centre (NOC) and Security Operations Centre (SOC) under the supervision of Project Management Unit (PMU) of PSP Division, MEA.

The Ministry is taking appropriate measures for filling up the vacancies. Staff Selection Commission has recommended a total of 447 candidates in the year 2025 for appointment on direct recruitment basis in the grades of Assistant Superintendent, Junior Translation Officer, Stenographer, Junior Passport Assistant, and Office Assistant for the Passport Offices. Separately, the Ministry has also appointed Officers on Special Duty from other services in the Passport Offices on deputation basis. Promotions through Departmental Promotion Committees and Limited Departmental Competitive Examination are being carried out in a timely manner. In addition to this, the Ministry has engaged Young Professionals, Data Entry Operators and Multi-Tasking Staff on contractual basis in the Passport Offices.

(e) The future roadmap of the Government is to further modernize passport governance, strengthen and expand the global coverage of PSP

V2.0 for Indian citizens, ensuring secure and fast immigration and enhanced citizen-centric digital services. With 202 Indian Missions/ Posts already covered under PSP application, new missions/ posts will be added to this programme as they begin operations.

The roadmap to modernize and improve services also emphasizes on continuous capacity building and infrastructure upgrades at all RPOs, PSKs, POPSKs and Missions/Posts abroad to deliver faster, secure and seamless services to Indian Citizens.

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