

GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS
LOK SABHA
UNSTARRED QUESTION NO- 939
ANSWERED ON- 05/12/2025
PASSPORT SEVA ECOSYSTEM

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

(a) the key features of the upgraded Passport Seva Programme Version 2.0 (PSP V2.0) and the Global Passport Seva Programme Version 2.0 (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 key features of the newly introduced e-passports and the manner in which the same aligns with the International Civil Aviation Organization (ICAO) standards;

(d) the steps taken to ensure a smooth nationwide and global transition to the upgraded systems; and

(e) whether there is a plan to establish a PSK in Sidhi District of Madhya Pradesh, if so, the time-line by which it is likely to be established?

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 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, tracking of pendency and delays are continuously being 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 training was provided to various stakeholders including Missions/Posts, RPOs, Police department, Other Service Provider (OSP) to ensure operational readiness. The upgraded Passport Programme Version 2.0 (PSP V2.0) has been rolled out in all 37 Regional Passport Offices and their Passport Seva Kendra (PSK) and Post Office Passport Seva Kendra (POPSK), in a phased manner and on 26th May 2025 the Pan-India roll out PSP V2.0 was completed. Further, the Global Passport Seva Programme Version 2.0 (GPSP V2.0) has been implemented in all the Missions/Posts worldwide, in a

phased manner, and the roll out was completed on 28th October 2025.

A dedicated Project Monitoring Unit (PMU) in the PSP Division continuously monitors system performance and stability, while a 24x7 helpline provides round-the-clock support to users and resolves operational issues ensuring uninterrupted and efficient service delivery.

(e) Opening of Passport Offices (POs)/ Passport Seva Kendras (PSKs)/ Post Office Passport Seva Kendras (POPSKs) is an on-going activity and depends upon various factors including distance from existing POs/ PSKs/ POPSKs and the volume of passport applications from a particular region.

Ministry of External Affairs in association with Department of Posts (DoP) had 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), including Sidhi LSC in Madhya Pradesh, where there is no PSK or POPSK. Currently, there is no PSK or POPSK in Sidhi LSC and the DoP has been requested to provide a suitable space for opening a POPSK in Sidhi LSC of Madhya Pradesh.
