

Passport Seva Portal

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Passport Seva Portal Latest News

The Passport Seva Portal experienced widespread server issues recently, disrupting operations at Passport Seva Kendras (PSKs) across India.

About Passport Seva Portal

- Established by the **Ministry of External Affairs (MEA)** in partnership with **Tata Consultancy Services**, the Passport Seva portal is an excellent example of a **Public-Private Partnership**.
- It simplifies the **passport application and renewal process** in India.
- Through this portal, individuals can quickly apply for a passport or its renewal from the convenience of their homes.
- It is a **user-friendly portal** providing access to various **passport services online**.
- The **MEA** has **retained sovereign functions like verification, granting, and issuance of a passport** as well as **ownership of core assets**, including data and information of the applicants.
- **Users can perform the following functions** on the Passport Seva Online Portal:

- **Apply for a new passport.**
- **Apply for renewal** of a passport.
- **Apply for re-issue** of lost or damaged passport.
- **Download the application form for the Police Clearance Certificate.**
- Download the application form for the **Surrender Certificate.**
- Download the application form for the **Identity Certificate.**
- The portal **offers complete information regarding the documents required and the process** to be followed for obtaining any of the documents mentioned above. You can complete these steps online.
- But **in some instances**, you will be **required to take a printout of the application** form, book an appointment, and then **visit your nearest Passport Seva Kendra.**
- **To be able to use the facilities** made available **under Passport Seva**, it is **mandatory to register for Passport Seva Online first.**

What is the Passport Seva Project (PSP)?

- The **Ministry of External Affairs (MEA)** is responsible for the issuance of passports to **Indian citizens** through a network of 37 passport offices across the country and 190 Indian missions and posts abroad.
- The **PSP was launched by the MEA in May 2010**, with the objective of delivering Passport Services to the citizens in a comfortable environment with wider accessibility and reliability.
- The project **envisages setting up Passport Seva Kendras (PSKs)** across the country, **a Data Centre and Disaster Recovery Centre, a Call centre** operating in multiple Indian languages, and **a centralized nationwide computerized system for the issuance of passports.**
- With the implementation of the PSP, **PSKs are working as extended arms of Regional Passport Offices.**
- **An applicant may ascertain the jurisdiction of the Regional Passport Office and PSK before submitting an application.**
- It enables simple, efficient, and transparent processes for delivery of passports and related services.
- Apart from creating a countrywide networked environment for Government staff, it **integrates with the Indian missions and posts abroad**, and with a few external stakeholders, such as **State Police for physical verification** of applicant's credentials with **India Post for delivery of passports**, and **UIDAI for applicant's demographics and biometrics validation.**

Source: **ET**

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