



विदेश मंत्रालय, नई दिल्ली  
MINISTRY OF EXTERNAL AFFAIRS  
NEW DELHI

Ref. No. 4062/JS(PSP)&CPO/2016

December 08, 2016

Prof. Tarun Kumar Das  
Registrar  
University of Delhi  
Registrar's Office,  
Vice Regal Lodge - 110007  
Delhi

**Passport Seva - Student Connect Program**

Dear Sir/Madam,

As you may be aware, Passport Seva Project (PSP) - the largest e-Governance initiative by Ministry of External Affairs (MEA) in public private partnership with Tata Consultancy Services (TCS) has transformed passport service delivery in India. As a part of the project, 39 Passport Seva Kendras (PSKs) have been opened across India and over 50,000 citizens are being serviced from these Kendras on a daily basis. PSP has set new benchmarks in service delivery by leveraging best of technology with focused approach towards citizen-centricity, service orientation and transparency. PSP has won several awards from the Government of India and private institutions recognizing the impact it has made on public services.

2. Today, when the world is emerging as a global village, students aspire to travel to different parts of the globe under student exchange programmes, competitions, higher studies and wide varieties of learning and career opportunities. While Passport is an essential travel document, it is also recognized as one of the most potent and widely accepted identity and address proof document.

3. In view of the above, the Ministry of External Affairs has decided to bring the benefits of this transformational programme to the students of Indian universities and colleges representing youth of India having high aspirations. As part of this initiative, we are aiming to encourage students to apply for their passport which is a simple and convenient process.

4. If there are sufficient number of students from your Institute interested in applying for a passport, we would be willing to conduct special passport camp at your Institute or hold special melas at the nearest PSKs. If required, we will also facilitate students by allotting special time slots for walk-in processing of application without appointment at the PSKs. As a

special case, this facility will also be available to the faculty and staff members of the Institute.

5. We believe this is a good opportunity for your esteemed organization to empower and enable your students towards global learning and a promising career ahead. You may like to share the detailed advisory (as attached) with your students by displaying it on the notice board and publishing on the students' corner of the Institute's website. In case you need any further information in this regard, you may contact **Ms. Priti Thareja, mobile no. 08700558556**. Our team will be in touch with you to take this initiative forward.

Thanking you,

Yours sincerely,



**(Arun K. Chatterjee)**

Joint Secretary (Passport Seva Project)  
and Chief Passport Officer,  
CPV Division, Patiala House,  
New Delhi - 110001.  
Tele: 23387013  
Fax: 23071370  
Email: [jscpo@mea.gov.in](mailto:jscpo@mea.gov.in)

**Encl : Detailed information mailer**

### **How to apply for Passport**

- Visit Passport Seva Portal <http://passportindia.gov.in>
- Register online as a new user
- Fill up the application form online or download e-Form which can be filled off-line and uploaded later
- Submit passport fees online or via challan and book an appointment
- Print Application Receipt and visit Passport Seva Kendra(PSK) where appointment has been booked with original documents\* and their photocopies
- At PSK, application is processed, photograph and fingerprints are captured and documents are verified
- Save the acknowledgement slip for future reference
- Track application status through regular SMS alert\*\*, Passport Seva website, Passport Seva mobile Application "mPassport Seva" or by calling toll free number 1800 258 1800

\*Visit Passport Seva Portal for more details \*\* SMS alert service is optional and available at a nominal charge

Also In order to ensure a smooth and comfortable passport application process, you are advised to:

1. Visit the respective PSKs after registering your application online and taking appointment.
2. Must reach the PSK only at the reporting time (which is 15 minutes before the time of appointment) as mentioned in the Online Application Receipt.
3. You can apply at any PSK under a Regional Passport Office (RPO) in the state of their current or permanent address.

For instance, if you are staying in Bhiwani (which falls under the jurisdiction of RPO, Chandigarh) and your parents are staying in Hissar, which also falls under the jurisdiction of RPO, Chandigarh then you may apply at any PSK under RPO, Chandigarh. You must indicate hostel address/the place where you are staying in Bhiwani as present address and your parent's address as permanent address.

And in case you are studying and staying in Bangalore, you may either apply at any of the PSK under RPO, Bangalore or under RPO, Chandigarh. For proof of residence of his hostel/place of stay, you should provide a Bonafide Letter from authorized signatory of college (On official letter head of UGC recognized College).

4. You can also apply for Tatkaal passport in case you require passport urgently. For this service it's required to pay an additional amount over the normal application fee. Please refer [www.passportindia.gov.in](http://www.passportindia.gov.in) for the list of documents required for Tatkaal application. Students who are applying under Tatkaal and are in urgent need of passports for Educational and Visa interview and are not able to get appointments at PSK, are advised to visit their respective Regional Passport Office (RPO) with relevant papers. They will be issued out of turn walk-in appointments to submit their applications on priority basis at regional Passport Seva Kendra. Please refer to "News and Announcements" section for details on location, timings etc for their respective RPO. You should visit RPO with valid printed ARN sheet (Application Registration



## **STUDENT CONNECT**

### **Giving Wings to Student Dreams / Preparing Globally Ready Students**

*Passport is an essential travel document, an important & widely acceptable identity & address proof document. Applying for a passport is a must, before students plan for global learning or career opportunities*

If you are a student and have plans to go abroad in the near future, here is your golden chance to get a passport – in a simpler and easier manner.

Passport Seva Project (PSP)-MEA's largest e-Governance initiative, in public private partnership with Tata Consultancy Services, has transformed the passport issuance system across India through an increased network of 89 PSKs. The Ministry has improved governance in Passport Offices by focusing on citizen-centricity, service orientation and transparency.

In current times where world is a global village, many of you aspire to travel to different parts of the world for student exchange programs, global competitions and wide varieties of learning & career opportunities. Passport is an essential travel document. Passport is also an important and widely acceptable identity and address proof document.

We as part of our initiative **Student Connect**, are aimed to prepare **Globally Ready Students** by helping you to avail Passport Services in a never before easier and simpler manner.

Also with admission season round the corner for the universities outside India, the Ministry of External Affairs (MEA) is anticipating an increased number of passport applications in the current quarter, as passport is a mandatory document for students planning to study abroad. This is just the right time for you to apply and get your passport.

You can go to MEA's website – [www.passportindia.gov.in](http://www.passportindia.gov.in) to file your application online and book appointment slots and thereafter visit the Passport Seva Kendra (PSK) to complete the application process. We have undertaken several initiatives to ensure smooth application processing as well as quick printing and dispatch of passport..

You are advised to apply well in time so that the passport is available by the time you are ready to take off to your dream destinations.

It may be noted that you may also apply for a reissue of passport in lieu of an expired/ about to expire passport up to 3 years after and 1 year before the expiry of the passport. In case passports of any of such students are expiring within next one year, it will be better if they apply for re-issue of their passport so that they have no problems in obtaining Visa etc.

Number) along with requisite documents for processing of his/her application.

For the other documents requirement refer to the portal [www.passportindia.gov.in](http://www.passportindia.gov.in)

### **About Passport Seva Project**

The Passport Seva Project is being executed by the Ministry of External Affairs in public-private partnership with Tata Consultancy Services as the service partner. The Project aims "to deliver all Passport-related services to the citizens in a timely, transparent, more accessible, reliable manner and in a comfortable environment through streamlined processes and committed, trained & motivated workforce".

The Passport Seva Project is one of the largest Mission Mode Projects of the Government of India under the National e-Governance Plan. The project demonstrates how innovative use of Information and Communication Technology (ICT) can transform the way citizens receive services from Government institutions. The entire process of citizen service delivery has been automated. Services are delivered through a country-wide networked environment integrating Passport Seva Kendras (PSKs), Passport Offices and external stakeholders involved in the process viz. Police, India Security Press and India Post. A Tier III Data Center and an active-active Data Recovery Center have been set up with 24X7 operations. The system has built-in interoperability to exchange information with other Government departments. With 39 Passport Issuance Authorities, 89 state-of-the-art PSKs, the project has expanded the reach of Passport services, ensured service delivery in a transparent manner, in a comfortable environment with greater security, reliability and within defined service levels. The Passport data is also accessible at Immigration Check Posts and at the 183 Indian Missions & Posts abroad. 4+ crore applications have been processed in the new system to date. 50,000+ citizens are serviced daily and citizen satisfaction stands at 99.5%. The 24x7 Call Center supports 17 languages and handles 20,000+ calls daily. The online portal <http://passportindia.gov.in> provides up-to-date information/ real time status and receives 20+ million hits/day. A mobile app mPassport Seva is also available for the convenience of citizens and receives over 15,000 hits per day.

The project is a recipient of several awards and has been recognized in several forums at the national level.

### **Experience Process Reengineering, Transformation & Innovative use of Technology like never before!**

Please refer to MEA website – [www.passportindia.gov.in](http://www.passportindia.gov.in)

You may also call up **National Passport Call Centre at 1800 258 1800 for further information**