

Ministry of External Affairs  
CPV Division

**PRESS NOTE**

**Five Day Appointment Window for citizen's convenience**

The applicants for passport related services have to fill-up their personal particulars online, pay requisite fee and schedule appointment through Passport Seva system before they physically visit a Passport Seva Kendra (PSK) for further processing of their application. Currently, the appointment is assigned by the Passport Seva system based on its availability and on First-In-First-Out (FIFO) basis.

2. To further facilitate the applicants, the Ministry has implemented a solution, whereby applicants can book their appointment as per their choice. The new provision would allow applicants to choose **any appointment date from the earliest five available dates** (working days), while **scheduling /rescheduling** an appointment for Passport related services.

3. To avail the facility, applicants may fill-up their personal particulars **online** and click on **“Pay and Schedule Appointment link”**. After the selection of payment mode either through debit/credit card/netbanking or through challan mode, an applicants will be redirected to Appointment screen. They may choose any of their preferred PSK under the jurisdiction of the respective Regional Passport Office (RPO). At the next step, an applicant will be redirected to **Pay and Book Appointment Screen** allowing them to choose a date from the **displayed Calendar**. The Calendar will highlight latest five days available for the selected PSK as depicted below:

The screenshot displays the 'Pay And Book Appointment' interface. On the left is a 'Services' menu with options like 'View Saved/Submitted Applications', 'Apply for Fresh Passport/Re-issue of Passport', etc. The main area shows application details for SHAZIA AKHTAR, a fresh passport application with a fee of 1500.00 Rs. A warning message states: 'PAYMENT ONCE MADE FOR AVAILING PASSPORT SERVICES WILL NOT BE REFUNDED. IF THE PAYMENT IS SUCCESSFULLY DONE, PLEASE DO NOT PAY AGAIN. # PLEASE COMPLETE YOUR TRANSACTION WITHIN 5 MINUTES'. Below this, it indicates the earliest appointment available for 02/02/2016 and shows a date selector set to 03/03/2016. A calendar for February 2016 is displayed, with the last five days (1st to 5th) highlighted in green. A 'Pay and Book Appointment' button is visible on the right.

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29					

New Delhi  
25 January 2016

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**Ministry of External Affairs further liberalizes Police Verification procedure for passport issuance and launches a Mobile App to cut delays in submission of Police Verification Report**

Police Verification (PV) has been an integral part of Passport issuance process since its inception. The modalities of police verification have undergone various changes from time to time, whereas the principles have remained the same i.e., ascertaining the applicant's identity, citizenship and absence of criminal antecedents. Under the Passport Seva Project, the Ministry of External Affairs has streamlined Police Verification System for passport issuance by digitally integrating 685 of 731 Police Districts in the country. This has led to overall reduction in the number of days taken to complete police verification process to 34 days in 2015, as against 42 days in 2014 and 49 days in 2013.

2. In order to further improve and liberalize Police Verification procedure for passport issuance, the Government has decided that henceforth normal passport applications of all first time applicants furnishing **Aadhaar, Electoral Photo Identity Card (EPIC), Permanent Account Number (PAN) Card and an affidavit in the format of Annexure-I will be processed on Post-Police Verification basis**, enabling faster issue of passport, without payment of any additional fees, subject to successful online validation of Aadhaar number. In addition, EPIC and PAN card may also be validated, if required, from the respective databases.

3. In addition to the above, Ministry has also launched **mPassport Police App** for speedy submission of Police Verification Report(PVR). The App would facilitate the field level verification officers to directly capture the PV report into the system **digitally**. With the launch of this App, the need to download and print the physical Personal Particulars Form and questionnaire would no longer be required **resulting in paperless end-to-end digital flow of the PV process**, further reducing the time required for completion of PVR, within the desired time limit of 21 days.

4. The issuance of passports and travel documents is the most visible citizen-centric service rendered by the Ministry of External Affairs. During the year 2015, 1.20 crore passport and related services were rendered by Passport Offices in India and the Indian Missions/Posts abroad. There is an increase of 21% over 2014 in the number of services rendered. As on 31<sup>st</sup> December 2015, approximately 6.33 crores Indians held valid passports.

New Delhi  
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