विदेश मंत्री
भारत

Minister of External Affairs
India

सुषमा स्वराज
Sushma Swaraj

MESSAGE

It gives me immense pleasure in felicitating all our Passport issuing Authorities in India and in Missions/Posts abroad on the occasion of the Fourth Passport Seva Divas being held on Friday, the 24th June, 2016 at New Delhi. The Passports Act, 1967 was enacted on this day granting us the authority for issuance of passports. The Ministry of External Affairs and its subordinate office, the Central Passport Organisation, have every reason to mark and celebrate this event while renewing their commitment towards rendering better passport services in a timely, reliable and efficient manner.

The performance of the Ministry during the last year towards rendering of passport related services has been significant in many ways. More than 1.2 crore passport related applications were processed in 2015 recording a growth of 18% over the volume in 2014. Passport Seva Laghu Kendras have been operationalized in all the capitals of the North Eastern States integrating them into the Passport Seva System. It is a matter of satisfaction that the passport offices are now able to provide appointments within seven days across India. The Ministry has endeavoured to carry passport services closer to the citizens in a big way by organizing a large number of Passport Seva Camps across the country. It is also a matter of appreciation that the Passport Offices organized Passport Melas during the weekends to serve the citizens. At the same time, the Ministry has been striving towards easing the process of issuance of passports through innovative methods.

Our Government remains committed towards the principle of *'Minimum Government, Maximum Governance'* while delivering passport related services to our citizens in a convenient, accountable and transparent manner. Launching of *mPassport Police App* and introduction of *Twitter CRM* (Customer Relation Management) Platform have been important steps in this direction.

On this important day, let us all renew our commitment towards delivering Passport Services to our citizens with greater dedication, and consideration, and in a transparent and professional manner.

Sushma Swaraj

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