

GOVERNMENT OF INDIA
MINISTRY OF EXTERNAL AFFAIRS
RAJYA SABHA
UNSTARRED QUESTION NO-82
ANSWERED ON- 20/07/2023

FRAUDULENT ONLINE PASSPORT SERVICES

82. SHRI JOSE K. MANI

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

- (a) whether Government is aware of the increasing number of cases of fake websites and mobile apps offering passport services;
- (b) if so, the number of cases recorded on providing fraudulent online passport services over the last two years;
- (c) whether Government has initiated any measures to prevent the misuse of personal information through fraudulent online passport services; and
- (d) if so, the details thereof, and if not, the reasons therefor?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS


(SHRI V. MURALEEDHARAN)

(a to d) From time to time, Ministry is made aware of fraudulent websites or Mobile Apps claiming to make passports.

Ministry has reported the fake/phishing websites related to passport services to Cyber Cell, Delhi Police, and also to Google to take down such websites which were reflected on Google hits. These steps have resulted in substantive reduction in fake websites relating to passport services.


In addition, the Ministry has put up advisory on its official passport portal (www.passportindia.gov.in) warning the applicants not to visit the fake websites, and use only the official passport portal to avail passport related services. Step are also taken to spread awareness about such fraudulent websites and issue advisories through the social media. Copy of Ministry's advisory put up on its official passport portal is attached (Annexure-I).

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Passport Seva

PSP Division
Ministry of External Affairs,
Government of India



Tatkaal Advisory

1. Before applying under Tatkaal scheme, applicant needs to check eligibility criteria, "**Categories not under Tatkaal Scheme**"- [Hindi](#) / [English](#)
2. Applicants applying under Tatkaal scheme need to fill the "**Undertaking for Tatkaal Scheme**"- [Hindi](#) / [English](#). Applicants are required to sign the undertaking and bring it to the Passport Office for submission at the time of appointment.

Alert on Fake Websites related to Passport Services

It has come to the notice of the Ministry that many fraudulent websites and mobile applications are collecting data from applicants and also levying additional hefty charges for filling up the online application form and scheduling appointment for Passport and related services. Some of these fake website are registered in the domain name *.org, *.in, *.com such as www.indiapassport.org, www.online-passportindia.com, www.passportindiaportal.in, www.passport-india.in, www.passport-seva.in, www.applypassport.org and many other similar looking websites.

It is therefore advised to all citizens applying for Indian Passport and related services that they should NOT visit to the above mentioned fraudulent websites or make payment related to passport services. The official website of the Ministry of External Affairs, Government of India, for applying Passport services is www.passportindia.gov.in.

Alternatively, applicants may also use the official mobile App mPassport Seva which can be downloaded from Android and iOS application stores.

