



TCS/PR/File-BSE& NSE/2011-12/43

February 23, 2012

National Stock Exchange of India Limited
Exchange Plaza, Bandra Kurla Complex,
Mumbai.
Fax No. 2659 8237 / 38
Kind Attn: Manager, Listing Department

Dept. of Corporate Services
BSE Limited
Mumbai
Fax No. 2272 2037 / 2272 3121
Kind Attn: Mr. Bhushan Mokashi
General Manager

Scrip Code No. 532540 (BSE)

Dear Sirs,

We are sending herewith copy of a Press Release titled **“Delhi goes digital with the launch of tech-enabled, citizen-friendly *Passport Seva Kendras*”** which will be disseminated shortly.

The Press Release is self-explanatory.

Thanking you,

Yours faithfully,
For **TATA CONSULTANCY SERVICES LIMITED**

Suprakash Mukhopadhyay
Vice President and Company Secretary

Encl: as above

TATA CONSULTANCY SERVICES

Tata Consultancy Services Limited

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For immediate use **PRESS RELEASE**

Delhi goes digital with the launch of tech-enabled, citizen-friendly *Passport Seva Kendras*

- *50 new Passport Seva Kendras operational across 12 states*
- *Delhi PSKs go live in Herald House, Gurgaon and Shalimar Bagh*
- *Over 1.5 million passport applications processed nationwide since launch*

New Delhi, February 23, 2012: The Ministry of External Affairs (MEA), the Government of India in partnership with Tata Consultancy Services (TCS), (BSE: 532540, NSE: TCS), a leading IT services, consulting and business solutions organization, announced the launch of citizen-centric Passport Seva Kendras for applications and issuance of passports in the National Capital Territory.

The PSK at Herald House, ITO, New Delhi, was inaugurated by the Hon'ble Minister for External Affairs, Shri SM Krishna in the presence of other dignitaries including Smt. Sheila Dikshit, Hon'ble Chief Minister, National Capital Territory of Delhi, Members of Parliament and Senior Government officials.

Passport Seva Project, a Mission Mode e-Governance project from the MEA, is transforming the passport issuance system in India by providing passport-related services to the citizens in a timely, transparent, accessible and reliable manner. The new PSKs will provide comfortable and efficient environment for applicants, using online appointments and streamlined processes.

N Chandrasekaran, CEO and Managing Director, TCS said, "Mission-Mode e-Governance projects like Passport Seva Project showcase's how effectively a partnership model can work to provide technology-led, citizen-centric best-in-class services to Indian citizens. We are delighted to partner with the Ministry of External Affairs in this important national initiative." **He added:** "The state-of-the-art centers are delivering services in a comfortable environment as well as providing increased access points for citizens.

Milestones achieved in the PSK program:

- 50 Passport Seva Kendras have gone live across India (Karnataka-4, Tamil Nadu-8, Andhra Pradesh-7, Kerala-10, Delhi-3, Punjab-7, Gujarat-5, Kolkata-1, UP-2, Bihar-1, Rajasthan-1, Maharashtra-1)
- Over 10,000 citizens visit the PSKs daily across India
- Over 12,000 average calls are handled daily by the PSK call center to guide citizens
- PSK call center supports 9 languages and will be ramped up to 17 languages
- Process Integration with Police (Address Verification) and India Post (Delivery of Passports)

The Key benefits of the Passport Seva Project services for citizens include:

- On-line application submission including uploading of required documents
- Scheduling appointments at a fixed time and end-to-end tracking of the application

For immediate use **PRESS RELEASE**

- Citizens leave the PSK with certainty on the status of their application
- Expedited police verification through electronic linkage between PSK and police stations
- Transparency in the process and online real-time availability of data for ease of monitoring and decision making

About Tata Consultancy Services Ltd (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that delivers real results to global business, ensuring a level of certainty no other firm can match. TCS offers a consulting-led, integrated portfolio of IT, BPO, infrastructure, engineering and assurance services. This is delivered through its unique Global Network Delivery Model™, recognized as the benchmark of excellence in software development. A part of the Tata Group, India's largest industrial conglomerate, TCS has over 226,000 of the world's best trained consultants in 42 countries. The Company generated consolidated revenues of US \$ 8.2 billion for year ended 31 March, 2011 and is listed on the National Stock Exchange and Bombay Stock Exchange in India. For more information, visit us at www.tcs.com

About Government ISU

TCS' Government Industry Solutions Unit partners with governments - Central, State and Local - to offer "smart governance" solutions which deliver efficiency, transparency and policy effectiveness in public services delivery to citizens. TCS has developed extensive global experience in developing comprehensive solutions across multiple government domains. Through technology and domain expertise, TCS has enabled governments globally to improve transparency, accessibility and affordability. To increase reusability, optimise costs and reduce implementation timelines, TCS has invested in creating DigiGovTM, its proprietary e-governance framework. DigiGovTM is a comprehensive framework suite covering multiple government domains including revenue and taxation, law enforcement, healthcare, work-flow management etc.

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