Ministry of External Affairs
[CPV Division]
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General Advisory for Passport Applicants
(Updated as on 5.7.2013)
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1) **General:**

   i)   There are 37 Passport Offices in the country delivering passport services to citizens. Besides, the Ministry of External Affairs (CPV Division) in respect of diplomatic and official passports issuance and the Andaman and Nicobar Islands Administration also act as Passport Issuing Authority.

   ii)   With the implementation of the Passport Seva Project, 77 Passport Seva Kendras are working as extended arms of Regional Passport Offices. An applicant may ascertain the jurisdiction of Regional Passport Office and Passport Seva Kendra before submitting an application.

   iii) Under Passport Seva, the new measures and procedures have been introduced in order to improve governance in Passport Offices. The new measures and procedures are aimed at ensuring citizens' comfort, improvement in delivery of passport services, transparency and enhanced security. Applicants are now required to present themselves at the respective Passport Seva Kendra to enable the Passport Issuing Authority to obtain applicants' photographs, bio-metrics and granting decision in their presence.

2) **Online Registration & Appointment:**

   The online appointment system has been introduced to ensure avoiding congestion at the Passport Seva Kendras and cutting down waiting time for applicants. Appointments are allotted according to handling capacity of a Passport Seva Kendra and are based on an electronic queue management system. **Following steps may be followed to obtain and manage appointment:**

   Step 1:   Visit the website www.passportindia.gov.in ;

   Step 2:   Register 'user name' and assign a 'password';

   Step 3:   Log in using your 'user name' and 'password';

Step 4: Fill online application form as the case may be and submit online (alternatively, download e-form, fill up and upload the same at the portal). Uploading of documents is optional;

Step 5: Now take an appointment to visit the nearest Passport Seva Kendra (appointments are released region-wise). It is advised that the citizen should be ready with step '1' to '4' above before the 'appointment release time'. As soon as appointments are released *(please see region-wise timings),* they should click on '**Schedule Appointment**' link to book the appointment. Appointment will be **automatically booked** and allocated to you if available.

Note: Online Payment has been made mandatory for booking appointments at Passport Seva Kendras (PSKs).

Online Payment can be made using any one of the following modes:

- Credit/Debit Card (MasterCard & Visa)
- Internet Banking (State Bank of India(SBI) and Associate Banks Only)
- SBI Bank Challan

To pay using Credit/Debit Card OR Internet Banking

Step1. Click the "**Schedule Appointment**" link, select the appointment quota (i.e. Tatkaal Quota or Normal Quota (required only for Tatkaal ARN cases)), select the desired Passport Seva Kendra, and click the **Next>>** button.

Step2. Click the **Pay and Book Appointment** button to redirect t State Bank of India's Multi Option Payment System (MOPS)

Step3. Select the Mode of Payment (NET BANKING or CARD PAYMENTS), follow the instructions and make payment. Please do not click the Back button or refresh the page, as this may lead to failure of transaction.

Step4. Once the payment is successful, an appointment will be booked automatically for the selected Passport Seva Kendra and the "Appointment Confirmation" screen of PSP Portal will be displayed.

Step5. Take a printout of the Application (ARN) Receipt, and carry it along while visiting the Passport Seva Kendra on the given appointment date/time.

To pay using a Challan

Step1. Generate and print SBI Bank Challan through the "**Pay using Challan**" link.

Step2. Submit the Challan along with indicated application fee at the nearest SBI branch after at least three hours of Challan generation.

Step3. Payment will be reflected after at least two working days of depositing the fee in the SBI branch. Click the "**Track Payment Status**" link to track Payment Status.

Step4. If Payment Status is displayed as Success, click the "**Schedule Appointment**" link to schedule an appointment.

Step5. Select the Appointment Quota (i.e. Tatkaal Quota or Normal Quota (required only for Tatkaal ARN cases)), select the desired Passport Seva Kendra, and click the **Book Appointment** button. An appointment (if available) will be **booked automatically** for the selected Passport Seva Kendra.

Step6. Take a printout of the Application (ARN) Receipt, and carry it along while visiting the Passport Seva Kendra on the given appointment date/time.

Note: Applicants applying under Tatkaal need to pay only the fee <u>as applicable under Normal Category</u> while making Online Payment. The balance fee <u>as applicable for Tatkaal</u> will be payable in "Cash" at Passport Seva Kendra/ Passport Office, once Tatkaal application is accepted by Passport Officials.

Online Payment will remain valid for one year from the first appointment date. The paid fee will be forfeited if applicants do not submit application at PSK within this period.

Chargeback / Refunds:-

No claim for refund, return or exchange of fee will be entertained for passport related services. In case of multiple payments for the same ARN, for Passport related services including miscellaneous services, the claims for refund will be dealt with as per extant policy governing them.

Reschedule/Cancel an Appointment

Once an appointment at Passport Seva Kendra is confirmed, it can be rescheduled/ canceled only twice within a year of the first appointment date.

Step 6:   Take printout of Application Reference Number (ARN) and visit the PSK at the given appointment Date/Time along with a copy of the printed ARN;

Step 7:   Visit the Passport Seva Kendra with requisite original documents and their photocopies. Photograph is not required. The list of requisite documents is available at the website;

Step 8:   Applicants who, despite appointment, have been "refused token" due to non-availability of required set of documents can re-visit the same PSK as "Walk-IN", within next 3 working days from the date of appointment and as per the time mentioned in the appointment slip. On-line appointment is not mandatory for these applicants;

Step 9:   Some categories are allowed as Walk-in applicants and obtaining online appointment is not mandatory. [**Please see below: - <u>Walk-in Appointments with online Registration</u>**]

Step 10:   In case you are unable to secure appointment or don't fall under Walk-in category, you may visit concerned Passport Office for submission of manual passport application form if permitted by the concerned RPO [**Please see below: - <u>Manual Submission of Applications</u>**]. Alternatively RPO may consider giving staggered appointments keeping in view the load/capacity at the respective PSK under their jurisdiction. Tatkaal and other urgency applications will be given preference in allotting appointments through this route. Such applicants should fill-up the application online, generate 'Application Reference Number' and visit RPO along with printed copy of 'ARN Sheet';

3)   **Walk-in Appointments with Online Registration:**

In order to facilitate submission of passport applications at Passport Seva Kendras, some types of services such as 'Tatkaal' and issuance of Police Clearance Certificates and some categories of applicants such as senior citizens, minors and differently-abled persons are allowed to submit their duly registered online applications with ARN number as Walk-in applicants. Applicants falling under these categories are also required to register their applications online and obtain ARN number and visit the nearest Passport Seva Kendra at their convenience (no prior appointment required). **In addition**, **applicants should also refer to any advisory issued by the concerned Passport Offices from time to time**.

4)   **Manual Submission of Applications**:

i) **As an interim measure**, in order to address rising demand for passport services, Passport Offices may also allow manual submission of applications at Passport Offices. **Applicants should refer to advisories and notifications issued by concerned Passport Office from time to time.**

ii) The procedures and modalities for acceptance of applications for passport services are as under:

iii) <u>For manual submission of passport application form, an applicant is required to visit Passport Office in person</u> with duly filled in passport application form, a complete set of self-attested copy of requisite documents and original thereof along with a recent colour photograph of the size 4.5 cm X 3.5 cm with white background. Applicant will have to submit application with requisite fees. Further details as well as the prescribed application form could be obtained from the website: www.passportindia.gov.in .

iv) Manual submission of applications will be accepted by Passport Offices until further orders.

5) **Passport Applicants- General Obligations:**

i) Applicants having confirmed appointments and who are unable to visit PSK due to some reason, are advised to reschedule/cancel their appointments at least 15 hours prior to the scheduled date/time. Appointment Rescheduling/Cancellation for an application is allowed up to two times only**.** In case of 'no show' of the applicant on the scheduled day & time, the data captured for that applicant will be deleted from the system including ARN number and such applicants will be required to fill up the 'data' again for obtaining fresh appointments. ARNs, for which payment has been received online, will not be deleted and will be valid for one year from the first appointment date.

ii) Statutorily, all passport applicants are required to **submit their applications with correct information and valid and genuine documents.** As per provisions of the Passports Act, 1967, an applicant should not furnish any false information or suppress any material information with a view to obtaining passport or travel document. Any such action shall be punishable with imprisonment for a term which may extend to two years with fine which may extend to Rs. 5000/- or both.

iii) Carrying of corrosive substances or explosives, arms, cudgels, sticks or lathis, or any sharp objects which may cause physical harm or violence are prohibited inside the PSK.

iv) Carrying electronic items like Laptop, iPad and cameras are prohibited inside the PSK.

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