# **New Process for Online Appointment Booking**

# **1. Introduction**

The process for booking PSK appointments through Passport Seva Online Portal has undergone a few changes. As per the new process, appointment date/time will be automatically allotted by the system as per the availability of appointment slots at the desired PSK.

Prior payment of passport service fee has been mandatory for booking appointments at PSKs. For this purpose, the Online Payment feature has been introduced through the Passport Seva Online Portal <u>www.passportindia.gov.in</u>. The Online Payment functionality has been deployed in phased manner starting with the Dehradun Passport Office.

An applicant will be able to cancel/reschedule the appointment only twice within one year of first appointment date. System will not allow booking of online appointment for that ARN once two reschedule options are exercised or first appointment was scheduled more than one year ago.

#### These changes have been effective from 01-Jun-2013.

# 2. Appointment Booking Process with Online Payment

Prior payment of applicable passport service fee has been made mandatory for booking appointments in all Passport Seva Kendras.

Online payment for Passport or related service fee can be done using one of the following payment modes:

#### · e-Payment Modes:

- Internet Banking (through SBI and associate bank accounts only)
- Debit Card (Visa and MasterCard only)
- o Credit Card (Visa and MasterCard only)

# 2.1. Internet Banking

Applicant needs to perform the following steps for payment through the Internet Banking payment mode:

- 1. Register through the Passport Seva Online Portal and create the User Id.
- 2. Login with the registered User Id.
- 3. Click the Apply for *Fresh Passport/Reissue of Passport* link under the Services section.
- 4. Generate an ARN under the Normal or Tatkaal scheme either by filling the form Online or by uploading an e Form.
- 5. Attempt to schedule an appointment by clicking the *Pay and Schedule Appointment* link or *Schedule Appointment* link (if payment is already made) on the View Saved/Submitted Applications screen.
  - The *Pay and Schedule Appointment* link will be available only if the applicant has not made any payment for booking appointment. On clicking this link, the below two options will be displayed on the screen:
    - Online Payment (Internet Banking, Debit Card, Credit Card)
  - The **Schedule Appointment** link will be available if applicant has made payment but appointment is not booked.

| Monday, September 25, 2023   11:48:51 AM  | Skip to mai   | n content   Screen Reader  | Access   Sitemag       | D   Home A- A A+   |
|---|---|--|------------------------|--|
| Passport Seva<br>PSP Division<br>Ministry of External Affairs, Gover  | nment of India  | SUGANDHAGAR  | WAL105   Last Login:   | Passport<br>Seva Seva<br>Service Excellence<br>14/09/2023 15:10:16   Loppu |
| Applicant Home About Us - Passp   | ort Offices 👻 RTI Citiz   | ens' Charter Contact Us 🔻  | What's New             | Search   |
| •   | Applicants h  | aving appointments at Passport §   | ieva Kendra (PSK) Patr | a, kindly note the new ad 🚺  |
| Services  | Choose Payment Mode   |  | Fields marked wi       | th asterisk (*) are mandatory  |
| <ul> <li>&gt; View Saved/Submitted Applications</li> <li>&gt; View Submitted Appeal(s)</li> <li>&gt; Apply for Fresh Passport/Re-issue of<br/>Passport</li> <li>&gt; Apply for Police Clearance Certificate</li> <li>&gt; Apply for Police Clearance Certificate</li> <li>&gt; Apply for Diplomatic/Official Passport</li> <li>&gt; Log Appeal</li> <li>&gt; Apply for Identity Certificate</li> <li>&gt; Apply for Surrender Certificate</li> <li>&gt; Apply for LoC Permit</li> <li>&gt; Affidavits/Annexures</li> <li>&gt; Fee Calculator</li> </ul> | PAYMENT ONCE MADE FOR AVAILUS<br>SUCCESSFULLY DONE, PLEASE DONO<br>Online Payment"<br>State Bank AMPS<br>State Bank AMPS<br>State Open Rysers Jose<br>NOTE:<br>Payment using Credit/Debit Card, Internet<br>• Please keep your Credit/Debit Card read | NG PASSPORT SERVICES WILL<br>IT PAY AGAIN.<br>Online payment (Credit/Debit card, I<br>net Banking Or UPI<br>Idy while making Online Payment. | L NOT BE REFUNDE       | Holp<br>D. IF THE PAYMENT IS<br>Next>>                                     |
|   | F   | igure 1  |                        |  |

6. Select Online Payment option and click the Next >> button to navigate to the next screen. 7. Select the

'Appointment Quota' (Normal/Tatkaal). This option is available only to the applicants with Tatkaal ARNs. 8. Select the

preferred PSK for appointment booking.

9. System will display the next available appointment date for the selected PSK. After verifying the details, click the Pay and Book Appointment button to redirect to the SBI's Multi Option Payment System (MOPS) website. The MOPS screen will be displayed only when appointment is released for the selected PSK under the desired appointment quota.

| Annolay, December 30, 2019 [ 05:14:06 PM<br>Passport Seva<br>Consular, Passport & Visa Divisio<br>Ministry of External Affairs, Gover  | Skip to<br>m<br>mment of India  | main                    | conte           | nt   Screen Reader Access   Sitemap   Home A-A<br>Passport<br>Seva<br>Bervice Excelle |  |   |        |              |         |                      |         |               |         |         |
|--|---|-------------------------|-----------------|---|--|---|--------|--------------|---------|----------------------|---------|---------------|---------|---------|
| Applicant Home About Us - Passpor  | rt Offices 👻 Consular / Visa 🛩  | RTI                     | Cit             | izens   | ' Cha  | s<br>rter                               | Con    | IMEDABAD     | Wha     | t Login: 3<br>Cs New | Searc   | 019 15:<br>ch | 35:43   | 1 1000  |
| operational in the Country. ** Passport Mel  | a is being organized at PSK Vijaywada   | II on                   | 07-De           | c-201   | 19.**1   | No app                                  | licant | would be s   | erved a | at PSK/PC            | DPSK w  | vithout       | prior o | onlin ( |
| iervices   | Pay And Book Appoint  | me                      | nt              |   |  |   |        |              |         |                      |         |               |         |         |
| View Saved/Submitted Applications<br>Apply for Fresh Passport/Re-issue of<br>Passport<br>Apply for Police Clearance Certificate<br>Apply for Background Verification for GEP<br>Apply for Diplomatic/Official Passport<br>Apply for Identity Certificate | PAYMENT ONCE MADE FOR AWAILIN<br>IF THE PAYMENT IS SUCCESSFULLY<br>IF PLEASE COMPLETE YOUR TRANS<br>Application Reference Number<br>Given Name<br>Service Type<br>Type of Application<br>Total Fee (Rs.)<br>Amount to be Paid (Rs.)<br>Contact Number | IG PA<br>Y DON<br>SACTI | ISSPO<br>NE, PL | FR<br>NC<br>15<br>87  | ERV9<br>E DO<br>4 5 Mil<br>+0017<br>RESH<br>DRMA<br>00.00<br>87458 | CES W<br>NOT P/<br>NUTES<br>028110<br>4 | AY AG  | NT BE REFU   | INDED   |                      |         |               |         |         |
| Apply for Surrender Certificate  | EARLIEST APPOINTMENT AVAILAB  | LE FO                   | OR 01           | 01/20   | 120  | lo proce                                | ed cli | ck Pay and I | Book Ap | neminoq              | 1       |               |         |         |
| Apply for LoC Permit   | or Select another Appointment Date  | 0                       |                 | Jan   | aary 20  | 20                                      | C      |              |         | Pay a                | ind Bo  | ok Ap         | pointr  | nent    |
| Affidavits/Annexures   |   | Su                      | Mo              | Ти  | We   | Th F                                    | r Sa   |              |         |                      |         |               |         |         |
| Download e-Form  | Applicants applying under Tatkaal r   |                         |                 | -   | 1  | 2                                       | 3      | 4 ple unde   | r Nom   | nal Cateo            | iory wi | hile ma       | king C  | Online  |
| Upload e-Form  | Payment. The balance fee as applica   | 5                       | 6               | 7   | 8  | 8                                       | 10 1   | 1 POPSKA     | PO, on  | ce Tatkaal           | applica | ation is      | accept  | ed by   |
| Fee Calculator   | Passport Unicad.  | 10                      | 20              | 21  | 22   | 23 :                                    | 24 2   | 5            |         |                      |         |               |         |         |
| Document Advisor   | Payment using Credit/Debit Card C   | 26                      | 27              | 28  | 29   | 30                                      | 31     |              |         |                      |         |               |         |         |

10. Select NET BANKING as the preferred mode of payment by selecting SBI or any other SBI associate bank listed in the menu. Login using the Internet Banking User Id and password to make Online Payment of indicated passport service fee.

| come to SBIePay Lite<br>(formerly SBMOPS)<br>sect appropriate card type to avoid failures<br>ard / Debit Card) |              |                                 |           |                      |           |
|--|--------------|---------------------------------|-----------|----------------------|-----------|
| anking   | Card Payment | S<br>State Bank Dabit Cards     |           | Other Payment Modes  |           |
| Bank Charges(7): 0.0   |              | Bank Charges(7): 0.0            | <u>()</u> | Bank Charges(?): 0.0 | $\otimes$ |
| Bank Charges(T) 6.0  |              | Bank Charges(7): 0.0            | 0         |                      |           |
|  |              | Bank Charges( <b>?</b> ): 26.55 | $\odot$   |                      |           |

- 11. Login through the Internet Banking screen to make Online Payment of indicated passport service fee.
- 12. After successful payment, applicant is redirected to the Passport Seva Online Portal.
- 13. The Appointment Confirmation screen is displayed along with appointment details.
- 14. Click the **Print Application Receipt** button to print the Appointment Receipt, which contains details of the payment made along with the Payment Reference Number as proof of payment.

## 2.2. Credit/Debit Card

Applicant needs to perform the following steps for payment through the Credit/Debit Card payment mode:

- 1. Follow Steps 1-8 of Section 2.1 Internet Banking to redirect to the SBI's MOPS website. The MOPS screen will be displayed only when appointment is released for the selected PSK under the desired appointment quota.
- Select CARD PAYMENTS as the preferred mode of payment by selecting the desired Debit or Credit Card payment option listed in the menu. Login using the Internet Banking User Id and password to make Online Payment of indicated passport service fee.

| come to SBIePay Lite  |  |         |                          |
|---|--|---------|--------------------------|
| lect appropriate card type to avoid failures<br>and / Debit Card)   |  |         |                          |
| anking  | Card Payments  | 0       | her Payment Modes        |
| anning  |  |         | UPI                      |
| SBI Net Banking<br>Bank Charges(1):0.0  | State Bank Debit Cards<br>Bank Charges(7): 0.0   | $\odot$ | Bank Charges(7): 0.0     |
| SBI Net Banking<br>Bank Chargest(1):0.0     Image: Chargest (1):0.0       Image: Chargest (1):0.0     Image: Chargest (1):0.0       Image: Chargest (1):0.0     Image: Chargest (1):0.0 | State Bank Debit Cards Bank Charges(7): 0.0    Other Bank Debit Cards Bank Charges(7): 0.0 | $\odot$ | LIPH Bank Charges(1) 0.0 |

#### Figure 4

- 3. Applicant will need to provide necessary card details as per the following self-explanatory screens.
- 4. After successful payment, applicant is redirected to the Passport Seva Online Portal.
- 5. Appointment Confirmation screen is displayed along with appointment details.

### 3. Cancel/Reschedule Appointment

Applicant needs to perform the following steps for cancelling or rescheduling a booked appointment:

- 1. Click the Schedule Appointment link on the View Saved/Submitted Applications screen.
- Click the Reschedule Appointment/Cancel Appointment button. A confirmation message displaying the count of reschedule/cancel attempts left is shown.

| Services  | Schedule Appoin  | tment   | Fields marked with asterisk (*) are manda                    |                            |                          |  |  |
|---|--|---|--|----------------------------|--------------------------|--|--|
| <ul> <li>View Saved/Submitted Applications</li> <li>View Submitted Appeal(s)</li> <li>Apply for Fresh Passport/Re-issue of<br/>Passport</li> <li>Apply for Police Clearance Certificate</li> <li>Apply for Background Verification for GEP</li> <li>Apply for Diplomatic/Official Passport</li> </ul> | Application Reference No.<br>PSK/RPO Location *<br>PSK/RPO Address<br>Enter Characters Displayed   | 22-1000012801<br>Select   | ,<br>C   | Appointment Availability # | RPO Bengaluru            |  |  |
| <ul> <li>Log Appeal</li> <li>Apply for identity Certificate</li> </ul>  |  |   |  | PSK Bengaluru, Laibagh     | Available for 28/09/2023 |  |  |
| Apply for Surrender Certificate     Apply for LoC Permit     Affidavits/Annexures     Fee Calculator     Document Advisor     Locate Passport Seva Kendra     Change Password     Modity Profile  | <ul> <li>Earliest appointment as<br/>appointment quota. Howev<br/>become available prior to th</li> <li>Tatkaal &amp; PCC appointm<br/>Fridays in certain RPOs.</li> <li>To view the appointment<br/>here</li> </ul> | Next >><br>railability date is as per por<br>er, appointments against can<br>te displayed date.<br>nents are not released on Th<br>t opening time at each RPO | ol of normal<br>cellation may<br>ursdays and<br>please Click |                            |                          |  |  |

- Figure 9
- 3. In case of rescheduling the appointment, select the preferred PSK and click the **Next** button.
- 4. After checking the available appointment date displayed for the PSK, click the **Book Appointment** button. An appointment (if available) is booked automatically for the selected PSK and previously booked appointment for the ARN is automatically cancelled.
- 5. The Appointment Confirmation screen is displayed with the **Print Application Receipt** button to print the application receipt.