

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 www.passportindia.gov.in. 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*)
 - Credit Card (*Visa and MasterCard only*)
- **Challan Payment Mode:** Bank Challan (*payable at SBI branches in India 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)
 - ❖ **Challan Payment** (Pay in Cash at SBI Branch)
 - The **Schedule Appointment** link will be available if applicant has made payment but appointment is not booked.

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Services

- View Saved/Submitted Applications
- Apply for Fresh Passport/Reissue of Passport
- Apply for Police Clearance Certificate
- Apply for Diplomatic/Official Passport
- Apply for Identity Certificate
- Download e-Form
- Upload e-Form
- Fee Calculator
- Document Advisor
- Locate Passport Seva Kendra
- Change Password
- Modify Profile
- PSP Interactive Services

Choose Payment Mode

PAYMENT ONCE MADE FOR AVAILING PASSPORT SERVICES WILL NOT BE REFUNDED. IF THE PAYMENT IS SUCCESSFULLY DONE, PLEASE DO NOT PAY AGAIN.

Select an Option*

Online Payment (Internet Banking, Debit Card, Credit Card)

Challan Payment (Pay in Cash at SBI Branch)

Next >>

NOTE:

Online Payment (Internet Banking, Debit Card, Credit Card)


- Step 1.** Click the *"Pay and Schedule Appointment"* link, select the 'Online Payment' option, click the Next >> button. 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.
- Step 2.** Click the **Pay and Book Appointment** button to redirect to State Bank of India's Multi Option Payment System (MOPS).
- Step 3.** 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.
- Step 4.** 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.
- Step 5.** Take a printout of the Application (ARN) Receipt, and carry it along while visiting the Passport Seva Kendra on the given appointment date/time.

Figure 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.

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- Fee Calculator
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Pay And Book Appointment

PAYMENT ONCE MADE FOR AVAILING PASSPORT SERVICES WILL NOT BE REFUNDED. IF THE PAYMENT IS SUCCESSFULLY DONE, PLEASE DO NOT PAY AGAIN.
PLEASE COMPLETE YOUR TRANSACTION WITHIN 5 MINUTES

| | |
|------------------------------|---------------|
| Application Reference Number | 13-1000009037 |
| Given Name | GAURAV SHUKLA |
| Service Type | REISSUE |
| Type of Application | NORMAL |
| Total Fee (Rs.) | 1500.00 |
| Amount to be Paid (Rs.) | 1500.00 |
| Contact Number | |

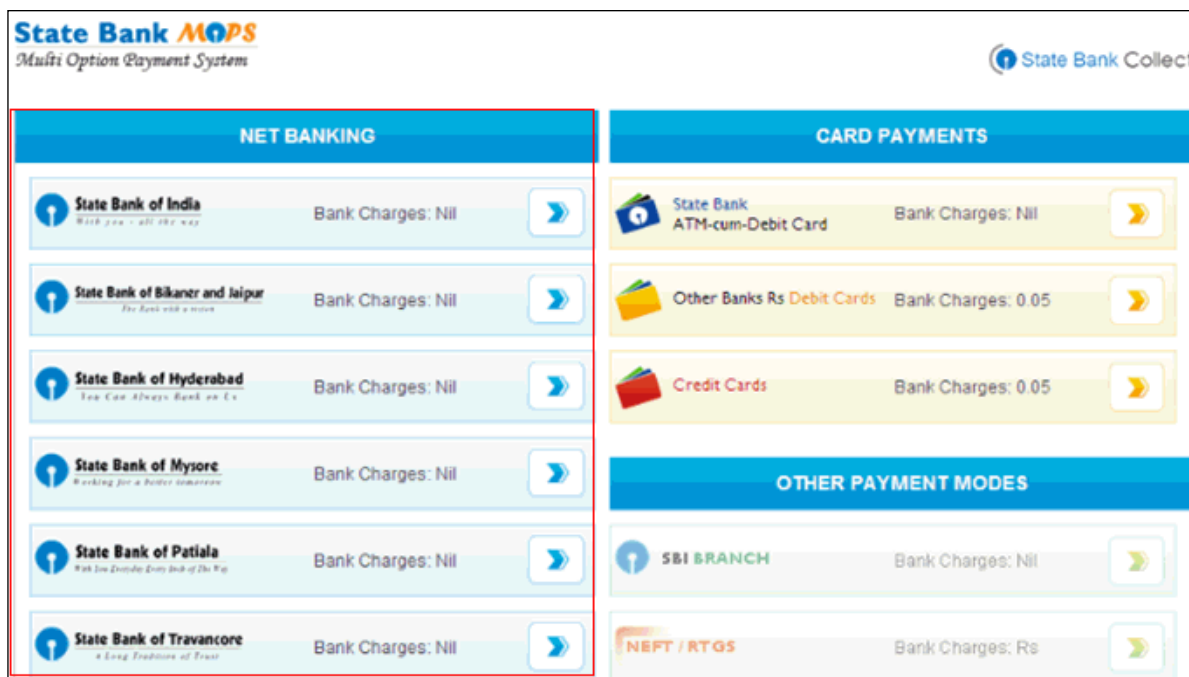
APPOINTMENT AVAILABLE FOR 06/09/2013 . To proceed click Pay and Book Appointment

Pay and Book Appointment

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

Figure 2

- 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.



The screenshot shows the State Bank MOPS (Multi Option Payment System) interface. It is divided into three main sections: NET BANKING, CARD PAYMENTS, and OTHER PAYMENT MODES. The NET BANKING section is highlighted with a red border and lists several SBI associate banks, each with a 'Bank Charges: Nil' status and a right-pointing arrow button. The CARD PAYMENTS section lists State Bank ATM-cum-Debit Card (Nil charges), Other Banks Rs Debit Cards (0.05 charges), and Credit Cards (0.05 charges). The OTHER PAYMENT MODES section includes SBI BRANCH (Nil charges) and NEFT / RTGS (Rs charges).

| NET BANKING | CARD PAYMENTS |
|--|---|
| <div style="background-color: #e0f0ff; padding: 5px; border: 1px solid #ccc;"> State Bank of India <small>With you - all the way</small> Bank Charges: Nil ➔ </div> <div style="background-color: #e0f0ff; padding: 5px; border: 1px solid #ccc;"> State Bank of Bikaner and Jaipur <small>The Bank with a vision</small> Bank Charges: Nil ➔ </div> <div style="background-color: #e0f0ff; padding: 5px; border: 1px solid #ccc;"> State Bank of Hyderabad <small>You Can Always Bank on Us</small> Bank Charges: Nil ➔ </div> <div style="background-color: #e0f0ff; padding: 5px; border: 1px solid #ccc;"> State Bank of Mysore <small>Working for a better tomorrow</small> Bank Charges: Nil ➔ </div> <div style="background-color: #e0f0ff; padding: 5px; border: 1px solid #ccc;"> State Bank of Patiala <small>With You Everywhere Every Bank of the Era</small> Bank Charges: Nil ➔ </div> <div style="background-color: #e0f0ff; padding: 5px; border: 1px solid #ccc;"> State Bank of Travancore <small>A Long Tradition of Trust</small> Bank Charges: Nil ➔ </div> | <div style="background-color: #fff9c4; padding: 5px; border: 1px solid #ccc;"> State Bank ATM-cum-Debit Card Bank Charges: Nil ➔ </div> <div style="background-color: #fff9c4; padding: 5px; border: 1px solid #ccc;"> Other Banks Rs Debit Cards Bank Charges: 0.05 ➔ </div> <div style="background-color: #fff9c4; padding: 5px; border: 1px solid #ccc;"> Credit Cards Bank Charges: 0.05 ➔ </div> |
| OTHER PAYMENT MODES | |
| <div style="background-color: #e0f0ff; padding: 5px; border: 1px solid #ccc;"> SBI BRANCH Bank Charges: Nil ➔ </div> <div style="background-color: #fff9c4; padding: 5px; border: 1px solid #ccc;"> NEFT / RTGS Bank Charges: Rs ➔ </div> | |

Figure 3

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.
2. 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.

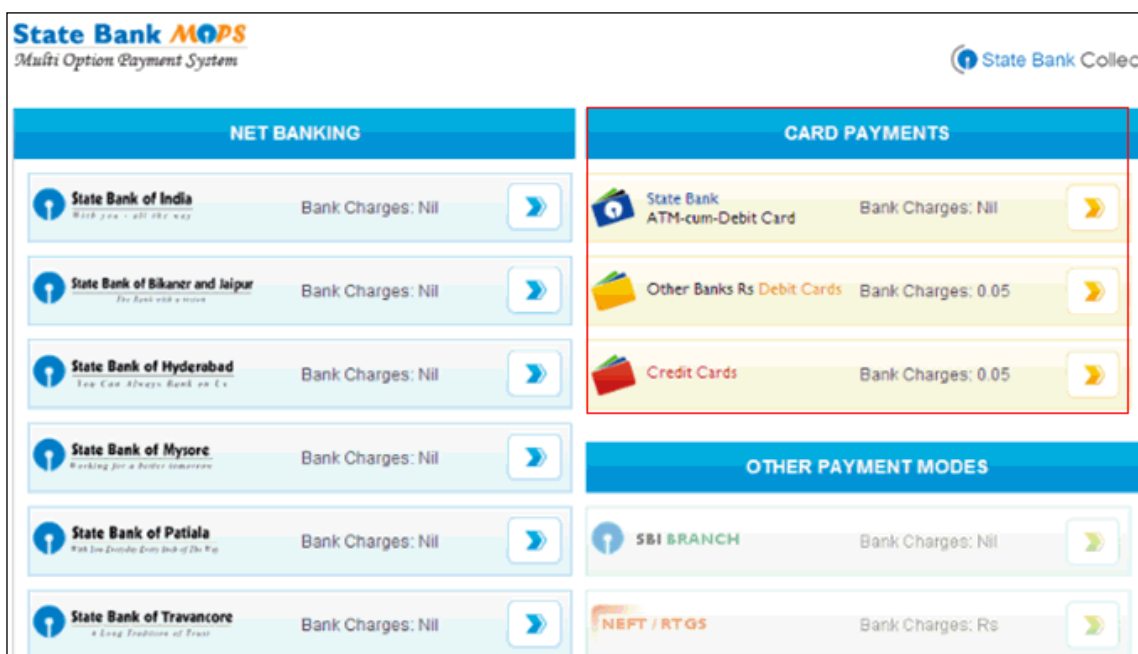


Figure 4

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.

2.3. Challan Payment

Citizens applying for various passport services (Fresh Issuance/Reissue of Passports/IC/PCC) Online through the Passport Seva Online Portal have an option of making respective application fee payments at SBI branches through a system generated Challan. Applicants need to take a printout of the system generated Challan and submit it at a nearby SBI branch along with the indicated application fee in cash. Payment will be reflected after at least two working days of depositing the fee in the SBI branch. Applicants can try booking PSK appointments once the Payment Status is displayed as 'Success' in the system.

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

1. Follow Steps 1-4 of *Section 2.1 Internet Banking* to redirect to navigate to the View Saved/Submitted Applications screen.
2. 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)
 - ❖ **Challan Payment** (Pay in Cash at SBI Branch)
 - The **Schedule Appointment** link will be available if applicant has made payment but appointment is not booked.

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Choose Payment Mode

PAYMENT ONCE MADE FOR AVAILING PASSPORT SERVICES WILL NOT BE REFUNDED.
IF THE PAYMENT IS SUCCESSFULLY DONE, PLEASE DO NOT PAY AGAIN.

Select an Option*

Online Payment (Internet Banking, Debit Card, Credit Card)

Challan Payment (Pay in Cash at SBI Branch)

Next >>

NOTE:

Online Payment (Internet Banking, Debit Card, Credit Card)


- Step 1.** Click the **"Pay and Schedule Appointment"** link, select the 'Online Payment' option, click the **Next >>** button. 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.
- Step 2.** Click the **Pay and Book Appointment** button to redirect to State Bank of India's Multi Option Payment System (MOPS).
- Step 3.** 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.
- Step 4.** 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.
- Step 5.** Take a printout of the Application (ARN) Receipt, and carry it along while visiting the Passport Seva Kendra on the given appointment date/time.

Figure 5


3. Select Challan Payment option and click the **Next >>** button to navigate to the Make Payment screen.

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As of 3:00 PM, W.e.f. 11th March, 2013 the appointment opening time for RPO Pune will be 12:00 PM and RPO Patna will be 11:00 AM. Appointments can be scheduled from 5th M

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Make Payment

PAYMENT ONCE MADE FOR AVAILING PASSPORT SERVICES WILL NOT BE REFUNDED. IF THE PAYMENT IS SUCCESSFULLY DONE, PLEASE DO NOT PAY AGAIN.

| | |
|------------------------------|---------------|
| Application Reference Number | 13-1000009045 |
| Given Name | UTSAV |
| Service Type | REISSUE |
| Type of Application | NORMAL |
| Total Fee (Rs.) | 1500.00 |
| Amount to be Paid (Rs.) | 1500.00 |
| Contact Number | |

Message from webpage ✕



After generating the Challan, you will not be able to make payment through any other Online payment mode. Do you want to continue?

Payment using Credit/Debit Card Or Internet Banking
[Please keep your Credit/Debit Card ready while making Online Payment.](#)

- Click the "**Track Payment Status**" link to check the Payment Status. Online Payment Status would be shown as under:
 - **Success:** Payment has been received. **DO NOT PAY AGAIN.** Book an appointment by clicking the "**Schedule Appointment**" link.
 - **Pending:** Click the **Re-verify Payment** button to reinitiate a service request to SBI's payment gateway and to

Figure 6

4. Click the **Generate Challan** button to generate an SBI Bank Challan.

| PASSPORT SEVA PROJECT CHALLAN | | | |
|---|---|--|--|
|  MINISTRY OF EXTERNAL AFFAIRS BANK COPY DEPOSIT IN ANY BRANCH OF SBI BY CASH ONLY | |  भारतीय स्टेट बैंक State Bank of India | |
| SBI CBS SCREEN NUMBER: 8888 | | FEE TYPE: 115 | |
| CHALLAN NUMBER <small>(To be entered in Reg. ID/Ref. No. field in Screen-8888 in CBS)</small> | 131000009045 | DOB: 01/10/1991 | |
| CHALLAN EXPIRY DATE | 29/11/2013 | | |
| PASSPORT OFFICE | BANGALORE | | |
| PASSPORT SERVICE TYPE | REISSUE NORMAL | | |
| APPLICANT NAME | UTSAV | | |
| CHALLAN GENERATED ON | 05/09/2013 at 10:19 AM IST | | |
| CONTACT NUMBER | 9:010101010 | | |
| Amount: Rs. 6/-* | 1000 x | | |
| | 500 x | | |
| Amount in words: | 100 x | | |
| | 50 x | | |
| SIX RUPEES ONLY* | 20 x | | |
| | 10 x | | |
| *(No Bank Charges to be taken from depositor) | 5 x | | |
| | 2 x | | |
| Signature of Depositor : | 1 x | | |
| | TOTAL | | |
| Details below to be filled in by the Bank | | | |
| SBI Branch Code: | Date of Receipt:/...../..... (dd/mm/yyyy) | | |
| SBI Journal No. <small>(To be written in legible handwriting)</small> | Signature of Bank's Official with Seal | | |
| Instructions for SBI Branches: <ol style="list-style-type: none"> No charges/commission should be charged from the depositor. Under no circumstances, the branches should issue Demand Draft against the Challan. If data is not displaying on CBS Screen No. 8888, branches should run Host Data Sync Update (Complete) and then post the Challan. Ensure that the Journal Number is written in all Challans. Enter the Challan No. in REG ID/Ref No. column of CBS Screen No. 8888. Do not accept payment after the CHALLAN EXPIRY DATE. | | | |




| PASSPORT SEVA PROJECT CHALLAN | | | |
|---|---|--|--|
|  MINISTRY OF EXTERNAL AFFAIRS APPLICANT COPY DEPOSIT IN ANY BRANCH OF SBI BY CASH ONLY | |  भारतीय स्टेट बैंक State Bank of India | |
| SBI CBS SCREEN NUMBER: 8888 | | FEE TYPE: 115 | |
| CHALLAN NUMBER <small>(To be entered in Reg. ID/Ref. No. field in Screen-8888 in CBS)</small> | 131000009045 | DOB: 01/10/1991 | |
| CHALLAN EXPIRY DATE | 29/11/2013 | | |
| PASSPORT OFFICE | BANGALORE | | |
| PASSPORT SERVICE TYPE | REISSUE NORMAL | | |
| APPLICANT NAME | UTSAV | | |
| CHALLAN GENERATED ON | 05/09/2013 at 10:19 AM IST | | |
| CONTACT NUMBER | 9:010101010 | | |
| Amount: Rs. 6/-* | 1000 x | | |
| | 500 x | | |
| Amount in words: | 100 x | | |
| | 50 x | | |
| SIX RUPEES ONLY* | 20 x | | |
| | 10 x | | |
| *(No Bank Charges to be taken from depositor) | 5 x | | |
| | 2 x | | |
| Signature of Depositor : | 1 x | | |
| | TOTAL | | |
| Details below to be filled in by the Bank | | | |
| SBI Branch Code: | Date of Receipt:/...../..... (dd/mm/yyyy) | | |
| SBI Journal No. <small>(To be written in legible handwriting)</small> | Signature of Bank's Official with Seal | | |
| Instructions for Applicants: <ol style="list-style-type: none"> Deposit the application fee (in cash) at the nearest SBI branch after at least 3 hours from generating the Challan. The confirmation on the fee payment may be checked on Passport Seva Portal after at least 2 working days of depositing the fee. Payment after the CHALLAN EXPIRY DATE will be rejected by the bank. | | | |

Figure 7


- Take a printout of this Challan and deposit the same along with the indicated amount (in cash) at any of the SBI branch during banking hours. On deposition, SBI official will enter the fee payment details in the system. The Transaction ID (Bank Journal Number) will be generated and noted in both copies of the Challan. One copy will be kept by the bank and the other copy, duly stamped and signed by bank official, will be returned to the applicant. The ARN details printed on the Challan will be validated by SBI and Payment Status will accordingly be updated in the Passport Seva system after at least two working days.
- The reconciliation process updates Passport Seva Online Portal regarding Payment Status of the Challan. Applicant will be notified by an e-mail regarding the actualisation of the Challan.
- Applicant can also track the status of the Challan using the Track Payment Status screen.

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Track Payment Status

PAYMENT ONCE MADE FOR AVAILING PASSPORT SERVICES WILL NOT BE REFUNDED. IF THE PAYMENT IS SUCCESSFULLY DONE, PLEASE DO NOT PAY AGAIN.

| | |
|------------------------------|---------------|
| Application Reference Number | 13-1000009045 |
| Given Name | UTSAV |
| Service Type | REISSUE |
| Type of Application | NORMAL |
| Payment Status | Success |

Note:

- **If Credit/Debit Card Or Internet Banking Payment Status is:**
 - i. **Success:** Payment has been received. **DO NOT PAY AGAIN.** Book an appointment by clicking the "**Schedule Appointment**" link.
 - ii. **Pending:** Click the **Re-verify Payment** button to reinitiate a service request to SBI's payment gateway and to ascertain whether the Payment Status is 'Success' or 'Failed'.
 - iii. **Failed:** Payment attempt has failed. Please click the "**Schedule Appointment**" link to pay and schedule an appointment, or regenerate the Challan to make the payment again. If amount is deducted from your Net Banking Account/Credit Card/Debit Card and not refunded within seven working days, please report the same to SBI by

Figure 8

8. Once the Payment Status is confirmed as 'Success', an e-mail will be sent to the applicant (if e-mail ID has been provided while filling application form) to book a PSK appointment. Applicant needs to navigate to the View Saved/Submitted Applications screen and click the **Schedule Appointment** link to schedule an appointment.
9. Select the 'Appointment Quota' (*Normal/Tatkaal*). *This option is available only to the applicants with Tatkaal ARNs.*
10. Select the preferred PSK for appointment booking.
11. Click the **Book Appointment** button. An Appointment Slot (if available) is booked automatically for the selected PSK. Appointment confirmation screen with appointment details is displayed.


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.
2. Click the **Reschedule Appointment/Cancel Appointment** button. A confirmation message displaying the count of reschedule/cancel attempts left is shown.

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10 AM due to scheduled system maintenance. For RPO Pune current opening time of appointments is 3:00 PM. W.e.f. 11th March, 2013 the appointment opening time for RPO P

Services

- View Saved/Submitted Applications
- Apply for Fresh Passport/Reissue of Passport
- Apply for Police Clearance Certificate
- Apply for Diplomatic/Official Passport
- Apply for Identity Certificate
- Download e-Form
- Upload e-Form
- Fee Calculator
- Document Advisor
- Locate Passport Seva Kendra
- Change Password
- Modify Profile

Schedule Appointment

Fields marked with asterisk (*) are mandatory

| | |
|---------------------------|-----------------|
| Application Reference No. | 13-1000009035 |
| Given Name | GAURAV |
| Surname | |
| Date of Birth | 01/10/1989 |
| Appointment Quota* | |
| Passport Seva Kendra | |
| Appointment Date | |
| Appointment Time | 11:30 - 11:45 |
| Appointment Id | 100004134358913 |

Reschedule Appointment
Cancel Appointment

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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.