

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*)

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.


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The Portal will not be available from 08-Mar-2013 11:00 PM to 08-Mar-2013 11:00 PM

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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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	13-100009037
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	9968327795


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

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.



Multi Option Payment System



NET BANKING

- State Bank of India Bank Charges: Nil
- State Bank of Bikaner and Jaipur Bank Charges: Nil
- State Bank of Hyderabad Bank Charges: Nil
- State Bank of Mysore Bank Charges: Nil
- State Bank of Patiala Bank Charges: Nil
- State Bank of Travancore Bank Charges: Nil

CARD PAYMENTS

- State Bank ATM-cum-Debit Card Bank Charges: Nil
- Other Banks Rs Debit Cards Bank Charges: 0.05
- Credit Cards Bank Charges: 0.05

OTHER PAYMENT MODES

- SBI BRANCH Bank Charges: Nil
- NEFT / RTGS Bank Charges: Rs

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.

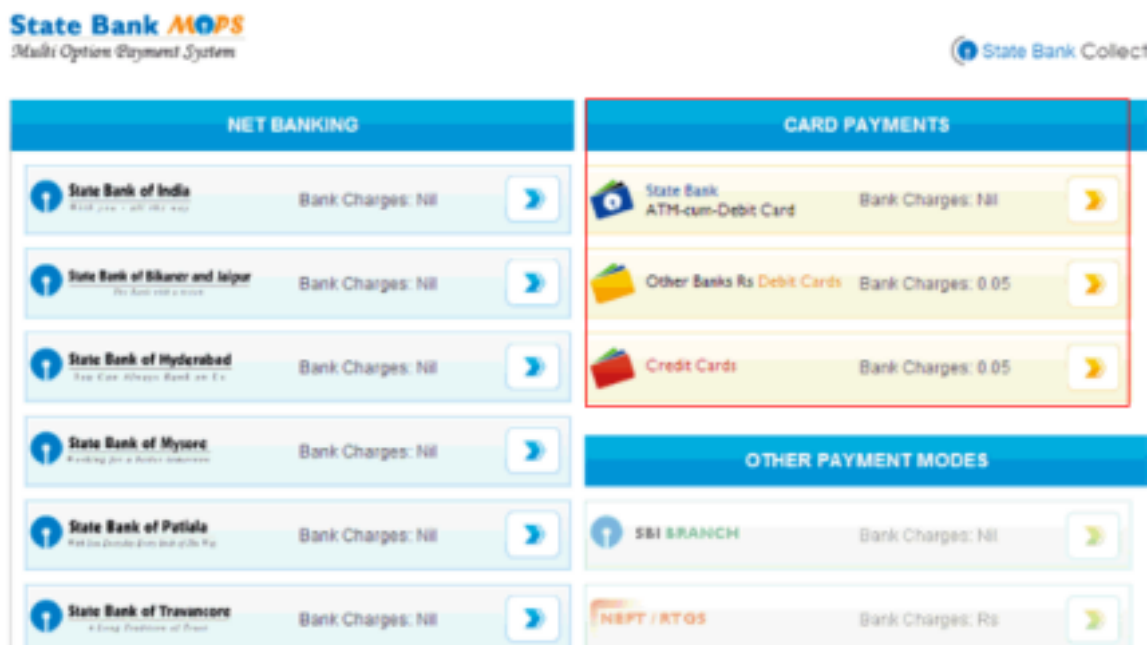


Figure 4

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.


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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00 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 F

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- 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.