

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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 **Passport Seva**
PSP Division
Ministry of External Affairs, Government of India

SUGANDHAGARWAL105 | Last Login: 14/09/2023 15:10:16 | Logout

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Applicants having appointments at Passport Seva Kendra (PSK) Patna, kindly note the new ad

Services

- > View Saved/Submitted Applications
- > View Submitted Appeal(s)
- > Apply for Fresh Passport/Re-issue of Passport
- > Apply for Police Clearance Certificate
- > Apply for Background Verification for GEP
- > Apply for Diplomatic/Official Passport
- > Log Appeal
- > Apply for Identity Certificate
- > Apply for Surrender Certificate
- > Apply for LoC Permit
- > Affidavits/Annexures
- > Fee Calculator

Choose Payment Mode

Fields marked with asterisk (*) are mandatory

[Help](#)

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

Online Payment*

State Bank MOPS
Multi Option Payment System Online payment (Credit/Debit card, Internet banking, UPI)

[Next >>](#)

NOTE:

Payment using Credit/Debit Card, Internet Banking Or UPI

- Please keep your Credit/Debit Card ready while making Online Payment.

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.



operational in the Country. ** Passport Mela is being organized at PSK Vijaywada II on 07-Dec-2019. ** No applicant would be served at PSK/POPSK without prior online

- Services**
- > View Saved/Submitted Applications
 - > Apply for Fresh Passport/Re-issue of Passport
 - > Apply for Police Clearance Certificate
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 - > Apply for Diplomatic/Official Passport
 - > Apply for Identity Certificate
 - > Apply for Surrender Certificate
 - > Apply for LoC Permit
 - > Affidavits/Annexures
 - > Download e-Form
 - > Upload e-Form
 - > Fee Calculator
 - > Document Advisor

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: 19-0017028110
 Given Name: [REDACTED]
 Service Type: FRESH
 Type of Application: NORMAL
 Total Fee (Rs.): 1500.00
 Amount to be Paid (Rs.): 1500.00
 Contact Number: 8787458785

EARLIEST APPOINTMENT AVAILABLE FOR 01/01/2020 To proceed click Pay and Book Appointment

or Select another Appointment Date



Pay and Book Appointment

Applicants applying under Tatkaal r...
 Payment. The balance fee as appo...
 Passport Officials.
 Payment using Credit/Debit Card C...
 Please keep your Credit/Debit Card ready while making Online Payment

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.



As per instructions from CBOT, we are migrating SBI Payment gateway from existing

Welcome to SBlePay Lite (formerly SBMOPS)

Please select appropriate card type to avoid failures (Credit Card / Debit Card)

Net Banking

- SBI Net Banking**
Bank Charges(₹): 0.0
- Other Bank Net Banking**
Bank Charges(₹): 6.0

Card Payments

- State Bank Debit Cards**
Bank Charges(₹): 0.0
- Other Bank Debit Cards**
Bank Charges(₹): 0.0
- Credit Cards**
Bank Charges(₹): 26.55

Other Payment Modes

- UPI**
Bank Charges(₹): 0.0

Cancel

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.

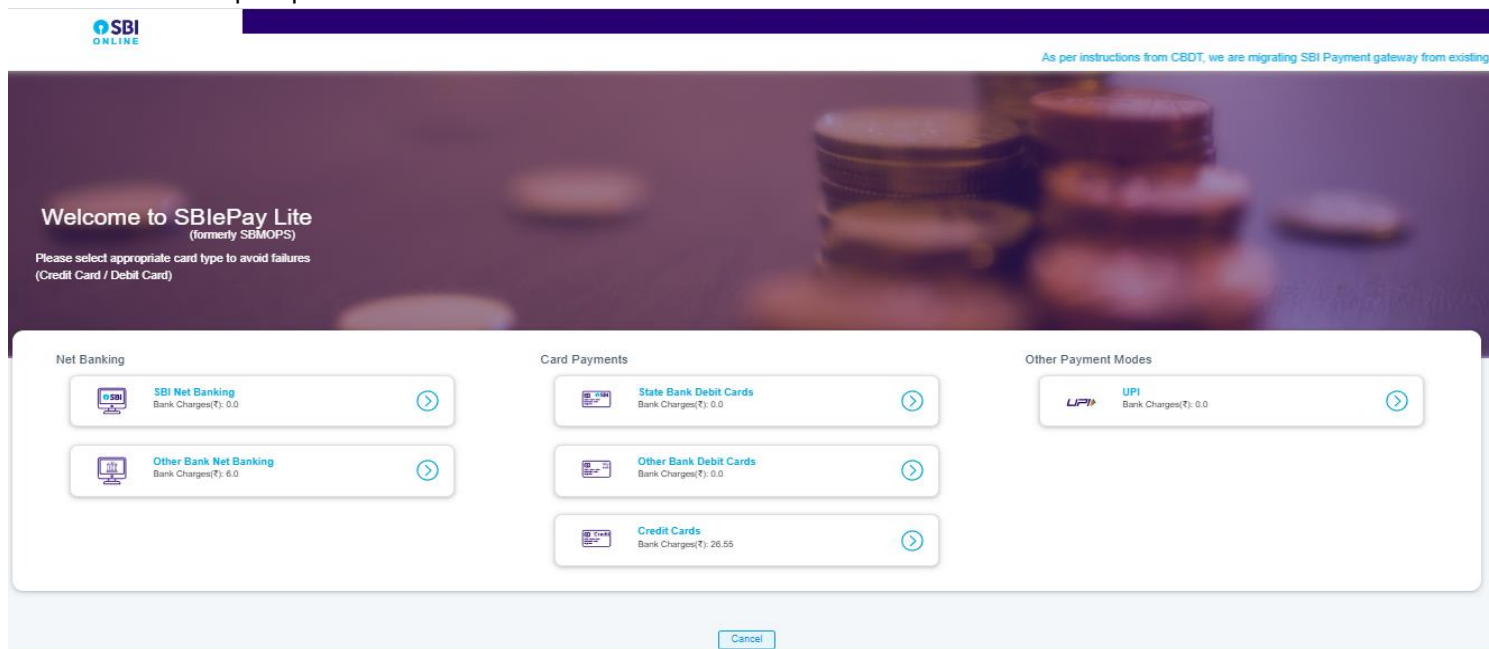


Figure 4

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.

Services

- > View Saved/Submitted Applications
- > View Submitted Appeal(s)
- > Apply for Fresh Passport/Re-issue of Passport
- > Apply for Police Clearance Certificate
- > Apply for Background Verification for GEP
- > Apply for Diplomatic/Official Passport
- > Log Appeal
- > Apply for Identity Certificate
- > Apply for Surrender Certificate
- > Apply for LoC Permit
- > Affidavits/Annexures
- > Fee Calculator
- > Document Advisor
- > Locate Passport Seva Kendra
- > Change Password
- > Modify Profile

Schedule Appointment




Fields marked with asterisk (*) are mandatory

Application Reference No. 22-1000012801

PSK/RPO Location *

PSK/RPO Address

Enter Characters Displayed *

Next >>

* Earliest appointment availability date is as per pool of normal appointment quota. However, appointments against cancellation may become available prior to the displayed date.
 * Tatkaal & PCC appointments are not released on Thursdays and Fridays in certain RPOs.
 * To view the appointment opening time at each RPO please [Click here](#)

Appointment Availability * RPO Bengaluru

PSK Bengaluru, Lalbagh	Available for 28/09/2023
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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.