

**Ministry of External Affairs  
CPV Division**

**PRESS NOTE**

**Five Day Appointment Window for citizen's convenience**

The applicants for passport related services have to fill-up their personal particulars online, pay requisite fee and schedule appointment through Passport Seva system before they physically visit a Passport Seva Kendra (PSK) for further processing of their application. Currently, the appointment is assigned by the Passport Seva system based on its availability and on First-In-First-Out (FIFO) basis.

**2.** To further facilitate the applicants, the Ministry has implemented a solution, whereby applicants can book their appointment as per their choice. The new provision would allow applicants to choose **any appointment date from the earliest five available dates** (working days), while **scheduling / rescheduling** an appointment for Passport related services.

**3.** To avail the facility, applicants may fill-up their personal particulars **online** and click on **“Pay and Schedule Appointment link”**. After the selection of payment mode either through debit/credit card/netbanking or through challan mode, an applicants will be redirected to Appointment screen. They may choose any of their preferred PSK under the jurisdiction of the respective Regional Passport Office (RPO). At the next step, an applicant will be redirected to **Pay and Book Appointment Screen** allowing them to choose a date from the **displayed Calendar**. The Calendar will highlight latest five days available for the selected PSK as depicted below:

**Services**

### 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	15-1000002619
Given Name	SHAZIA AKHTAR
Service Type	FRESH
Type of Application	NORMAL
Total Fee (Rs.)	1500.00
Amount to be Paid (Rs.)	<b>1500.00</b>
Contact Number	8802548941

EARLIEST APPOINTMENT AVAILABLE FOR **02/02/2016**. To proceed click [Pay and Book Appointment](#) or select another Appointment Date:

February 2016						
Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29					

[Pay and Book Appointment](#)

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

New Delhi  
25 January 2016