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| **Call Centre/Help Desk**   |  |  | | --- | --- | | **Q1:** | **Who can help me in solving my queries?** | | **A:** | You can ask your queries at the following places:   1. By visiting our website [www.passportindia.gov.in](http://www.passportindia.gov.in/) 2. By calling call centre at 1800-258-1800 3. By visiting Helpdesk at your nearest Passport Seva Kendra | | **Q2:** | **Can I ask the status of my application by calling the Call Centre?** | | **A:** | Yes, you can check the status of your application by calling at Call Centre at 1800-258-1800. You can talk to the Call Centre executive or punch your file no. into the IVR system to check your application status. | | **Q3:** | **Can a Call Centre executive apply passport on my behalf?** | | **A:** | No, Call Centre executive cannot apply for passport on your behalf. | | **Q4:** | **What do I need to know, before calling Passport Call Centre to check my application status?** | | **A:** | You need to provide your File Number and Date of Birth to the call centre executive to check your application status. | | **Q5:** | **I have lost my passport. Can I file a complaint about the same through Call Centre?** | | **A:** | No, you cannot file a complaint for loss of passport through Call Centre. Loss of passport should be immediately reported to the nearest Police Station and to the Passport Office or Indian Mission, if abroad. | | **Q6:** | **Can I enquire about my nearest Passport Seva Kendra by calling Call Centre executive?** | | **A:** | Yes. You can locate your nearest Passport Seva Kendra by calling the Call Centre at 1800-258-1800. You can also visit the website [www.passportindia.gov.in](http://www.passportindia.gov.in/)to locate your nearest Passport Seva Kendra. | | **Q7:** | **Can I reply to a show cause notice received by me by calling a Call Centre executive?** | | **A:** | No, show cause notice cannot be replied through a Call Centre executive. An applicant has to reply the show cause notice in written or typed and send to the respective authority by post or personally meet officer concerned. | | **Q8:** | **Can I lodge a grievance through Call Centre?** | | **A:** | Yes. You can lodge a grievance with the Call Centre at 1800-258-1800. A grievance can also be lodged on the website [www.passportindia.gov.in](http://www.passportindia.gov.in/)or by visiting helpdesk at your nearest Passport Seva Kendra. | |

Fee Payment

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| |  |  | | --- | --- | | **Q1:** | **What is the fee for applying for a passport?** | | **A:** | To know the fee details for ordinary passports, please click the ***"Fee Calculator"*** link on the Home page. No fee is required for Diplomatic/Official passports. | | **Q2:** | **How can I make the payment? What are the accepted methods of payment?** | | **A:** | Online Payment has been made mandatory for booking appointments at all PSKs. | |  | Online Payment can be made using any one of the following modes:   * Credit/ Debit Card (MasterCard and Visa) * Internet Banking (State Bank of India(SBI), Associate Banks and Other Banks) * SBI Bank Challan * SBI Wallet Payment   **Note:** Applicants applying under Tatkaal need to pay, only the fee **as applicable under Normal Category** while making Online Payment. The balanced **Tatkaal fee** applicable should be payable in "Cash" at Passport Seva Kendra/ Passport Office, once application under 'Tatkaal' category is accepted. | |  | **PSK** | |  | Applicants visit Passport Seva Kendra without appointment as Walk-in can pay in cash. | | **Q3:** | **How much do I have to pay for Police Clearance Certificate (PCC)?** | | **A:** | The fee to be paid for Police Clearance Certificate (PCC) is Rs.500/-. | | **Q4:** | **What is the fee to be paid for Background Verification for GEP?** | | **A:** | The fee to be paid for Background Verification for GEP is Rs.500/-. | | **Q5:** | **Can I transfer my paid fee from one Application Reference Number (ARN) to another ARN?** | | **A:** | The fee once paid cannot be transferred from one ARN to another ARN. | | **Q6:** | **What if I do not have a SBI Bank account?** | | **A:** | If you are not a SBI Bank account holder, you can continue to make payment online using either the Credit/Debit Card of other banks or SBI Challan. | | **Q7:** | **What if multiple payments are done for making passport fee payments?** | | **A:** | Refund of excess payment will be made by the concerned RPO. | | **Q8:** | **What is the validity of fee?** | | **A:** | Payment will be valid for one year from the date payment has been made. If you have booked appointment then the validity of fee will be one year from first appointment date. | | **Q9:** | **Should I carry the online Application (ARN) receipt while visiting to PSK at the time of appointment?** | | **A:** | No. Carrying printout of Application Receipt is no longer required. An SMS with your appointment details is also accepted as proof of appointment during your visit to Passport Seva Kendra (PSK)/Passport Office (PO). **Note:** If you want to print the Application receipt click the ***"Print Application Receipt"*** link containing Application Reference Number (ARN)/Appointment Number. | | **Online Payment** | | | **Q10:** | **Which payment gateway is used for Online Payment?** | | **A:** | SBI gateway is being used for Online Payment. | | **Q11:** | **If online payment has been made but appointment has not been booked?** | | **A:** | Appointment can be booked by clicking the ***"Schedule Appointment*** link after successful fee payment. You can check fee payment status by using the link ***"Track Payment Status"***. | | **Q12:** | **How can I use online payment option while booking appointment for Tatkal passport?** | | **A:** | If you are applying under Tatkaal, you 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, once Tatkaal application is accepted by Passport Officials. **Note:** Please refer to the ***"Fee calculator"*** link on the Passport Seva website to know the fee applicable to you. | | **Q13:** | **Can I change the scheduled date of appointment once the payment is done through online?** | | **A:** | Once an appointment at Passport Seva Kendra is confirmed, it can be rescheduled only two times within a year of the first appointment date. | | **Q14:** | **How much charge/amount do I need to pay while paying through e-Mode payment option?** | | **A:** | For Debit/Credit cards, bank will charge 1.5%+service tax. Any change in the charges will be notified accordingly. However, there are no charges levied for using SBI and its Associate banks internet banking and payment through challan. All relevant charges are available on the payment screen. | | **Q15:** | **What if I get an error after reaching payment gateway?** | | **A:** | In this case bank website may be down, so please try after sometime. | | **Q15a:** | **What should I do if amount is deducted but PSP Portal displays the Payment Status as *"Pending"*?** | | **A:** | You may reconfirm the payment status on the next working day using the ***"Track Payment Status"*** link on the ***"Applicant Home"*** screen. Post payment confirmation, you can proceed with appointment booking using the ***"Schedule Appointment"*** link on the ***"Applicant Home"*** screen. | | **Q15b:** | **What should I do if amount is deducted from my Net Banking Account/ Credit Card/ Debit Card but PSP Portal displays the Payment Status as *"Failed"*?** | | **A:** | In case the payment status is ***"Failed"*** and the amount gets deducted, the deducted amount will be refunded by SBI to applicant's BANK within seven working days. Thereafter, the applicant need to follow up with their BANK for amount to be credited into his/her account.  If the amount is not refunded please send an e-mail to the Service/ Helpdesk Id:**customercare.00691@sbi.co.in** or call at Service/ Helpdesk Phone No.: **011-41561114 (between 10:00 AM and 5:00 PM)** providing the relevant details such as Application Reference Number, Transaction Id, Payment Amount and Transaction Date. | | **Q16:** | **How do I make Credit/Debit Card, internet banking payment for Passport Seva Project?** | | **A:** | SBI Payment Gateway (For VISA and MASTERCARD credit/debit cards), direct debit option (Internet Banking) of SBI/ Associate Banks are available to pay fee online for passport. | | **Q17:** | **How does SBI and SBI's Associate Banks internet banking work?** | | **A:** | When you choose to make a payment through the Net Banking option, the payment gateway is directed to the State Bank of India (SBI) or Associate Banks Net Banking page, where you need to enter your Net Banking ID and Password to complete the transaction. | |  | | | **Challan Payment** | | | **Q18:** | **Which bank will do support for challan payment?** | | **A:** | Challan payment can be deposited only at State Bank of India branches. | | **Q19:** | **How much charge should I need to pay while paying passport fee through Challan payment option?** | | **A:** | No bank charges will be payable if you are paying fee through challan mode. | | **Q20:** | **When I can deposit the passport fee at SBI branch by using the challan?** | | **A:** | You should deposit the passport fees **(in cash)** at the nearest SBI Branch after, minimum 3 hours of generating challan. | | **Q21:** | **What is the time period of depositing the fee at SBI branch?** | | **A:** | Payment after the challan expiry date (85 days from the generation of challan) will be rejected by the Bank. | | **Q22:** | **When I can book the appointment after making the payment through challan?** | | **A:** | First, you check the confirmation on the fees part by using the button ***"Track Payment Status"*** after minimum of 2 working days of depositing the fees at SBI Branch. If it shows ***"Success"*** then Book an appointment by clicking the ***"Schedule Appointment"*** link. **Note:** In case Payment Status is not changed within two working days, check with the respective bank branch for verification. You may also report the same to SBI by sending an e-mail to the Service/Helpdesk Id: **customercare.00691@sbi.co.in** or by calling at Service/Helpdesk Phone No.: **011-41561114 (between 10:00 AM and 5:00 PM)** providing the relevant details such as Application Reference Number, Payment Amount and Challan Deposit Date. | | **Q23:** | **Should I carry the fee receipt (citizen copy) of challan while visiting to PSK at the time of appointment?** | | **A:** | Yes, you will be required to carry fee receipt along with all necessary documents. | |  | | | **SMS Services Charge Payment** | | | **Q24:** | **What is SMS Services?** | | **A:** | SMS Services is an optional value-added service for applicants. You will get appointment reminder SMS and regular updates on your mobile phone for your passport application once enrolled for this service. | | **Q25:** | **How can I enrol and Pay for SMS Services?** | | **A:** | You need to select 'SMS Services' while submitting application and pay in cash Rs. 50 (inclusive of all taxes) during your visit to the Passport Seva Kendra (PSK) for application processing. Fee payment receipt will be provided after successful SMS fee payment at the PSK. | | **Q26:** | **What is the charge for 'SMS Services'?** | | **A:** | You need to pay Rs. 50/- (FIFTY ONLY) inclusive of all taxes, as one-time enrolment charges. | | **Q27:** | **Is the charge for 'SMS Services' refundable?** | | **A:** | No, once you paid for SMS Services Charge, it will not be refunded. | | **Q28:** | **If I did not select the 'SMS Services' while submitting the application form but I want to enrol for SMS service then what should I do?** | | **A:** | You may enrol for SMS service using the link 'Enrol for SMS Services' available under 'Services' section after login. SMS service cannot be availed once the passport application has been processed at the PSK. | |  | | |