

Global PSP Project for Indian Embassies and Consulates Quick Guide – Enrolment Officer (EO) Users' Application

Login Using User ID, Password, and Grid Values

1. Visit Global PSP Office Portal (<https://embassy.passportindia.gov.in>)
2. Enter User ID
3. Press Submit button
4. Choose User Role as 'EO'
5. Press Submit button displayed below the User Role

User Login	
Enter the details to Login	
Fields marked with asterisk(*) are mandatory.	
	<div>User ID*</div> <div>TRNEO001</div> <div>Submit</div>

User Role	
Please Select Role	
	<div>User Role*</div> <div>EO ▼</div> <div>Submit</div>

Login Using User ID, Password, and Grid Values (continued..)

1. Enter Password
2. Check your User Grid and enter the values for the three alphabets displayed on the screen
3. Enter the characters displayed in the CAPTCHA image
4. Press Submit button



The image shows a 'User Login' form with the following sections:

- Enter Password to Login:** A section for password entry.
- User ID*:** A text field containing 'TRNEO001'.
- Password*:** A password field with masked characters '.....'.
- Please Enter the Values *:** A section for a grid-based puzzle. It includes the instruction 'For each coordinate listed below, find the value on the grid'. Below this are three input boxes: the first contains 'P', the second 'N', and the third 'H'. Underneath these are three empty boxes, each containing two dots '..', representing coordinates.
- Please enter the characters*:** A section for a CAPTCHA. It includes the instruction 'Characters are case sensitive'. Below this is a CAPTCHA image showing the text 'YF8B3X'. Underneath the image is a text input field containing 'YF8B3X' and a 'Change the picture displayed' link.
- Submit:** A blue button at the bottom center.
- Unlock Login Password:** A link at the bottom left.
- Forgot Login Password:** A link at the bottom right.

Process Enrolment Worklist screen

- Enrolment Worklist screen appears on clicking the Process Enrolment Worklist link and displays the Pooled and Claimed Work-items' list
- Items displayed in Pooled Work list can be claimed for processing by any EO user in the respective Mission/Post (visible to all EO users)

Process Enrolment Worklist ▾
Enter New Application
Retrieve Part-entered Application
Reprint Pending Receipts/Letter
Search Application

ENROLMENT WORKLIST

ARN/FILE NUMBER

ENTER ARN / FILE NUMBER

Search

POOLED WORKLIST

Filter By Service Type : ☒ ALL ☐ FRESH ☐ REISSUE

2 items found, displaying all items.1

SELECT	ARN / FILE NUMBER	APPLICANT NAME	SERVICE TYPE	SCHEME TYPE
<input type="radio"/>	UK2064111417218	VIKAS JAIN	FRESH	NORMAL
<input checked="" type="radio"/>	18-2040000113	PRABHAT GUPTA	REISSUE	NORMAL

Claim

Print OSP Letter

CLAIMED WORKLIST

2 items found, displaying all items.1

SELECT	ARN / FILE NUMBER	APPLICANT NAME	SERVICE TYPE	SCHEME TYPE
<input type="radio"/>	UK2074111421218	SUBESH YADAV	REISSUE	TATKAAL
<input type="radio"/>	18-2040000075	HRISHIKESH SHIROOKAR	REISSUE	NORMAL

Work On

Unclaim

Refresh







Print OSP Letter

Process Enrolment Worklist screen (*continued..*)

- Application details for the selected file will appear after pressing the Claim button in worklist screen

Manage User Profile
Process Enrolment Worklist ▾
Enter New Application
Retrieve Part-entered Application
Reprint Pending Receipts/Letter
Search Application

ARN **18-2040000113** File Number Type **ONLINE**

 Capture Photo/Sign  View Draft  Fee Payment  Submit Form  Print Receipt  View/Upload Docs

Save As Draft **Send to VO** **Escalate to Head of Consular Wing** **Edit Form**

EO.1.0

1. Service Required

1.1 Applying for ☐ Fresh Passport ☒ Re-issue of Passport


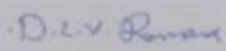
If re-issue, specify reason(s)

☐ Validity Expired within 3 years/ Due to Expire ☐ Exhaustion of Pages ☐ Validity Expired more than 3 years ago

☐ Lost Passport ☒ Change in Existing Personal Particulars ☐ Damaged Passport

If change in existing personal particulars, specify reason(s)

☐ Appearance ☐ Signature ☐ Given Name ☐ Surname ☐ Date of Birth

Capture Photo/Sign screen (continued..)

- EO User can upload photo and signature images of the applicant (if required) not clear by clicking the 'Capture Photo/Sign' button
- Photo and Signature can be uploaded in multiple ways (*directly browse & upload the image / browse form & crop image / scan form & crop image*)

ARN 18-2040000113 | File Number | Type ONLINE

Applicant Name : PRABHAT GUPTA

Gender : MALE

Browse Form & Crop Photo/Signature

Scan Form & Crop Photo/Signature

Crop Photo & Sign

Preview

Browse Photo

Browse Signature

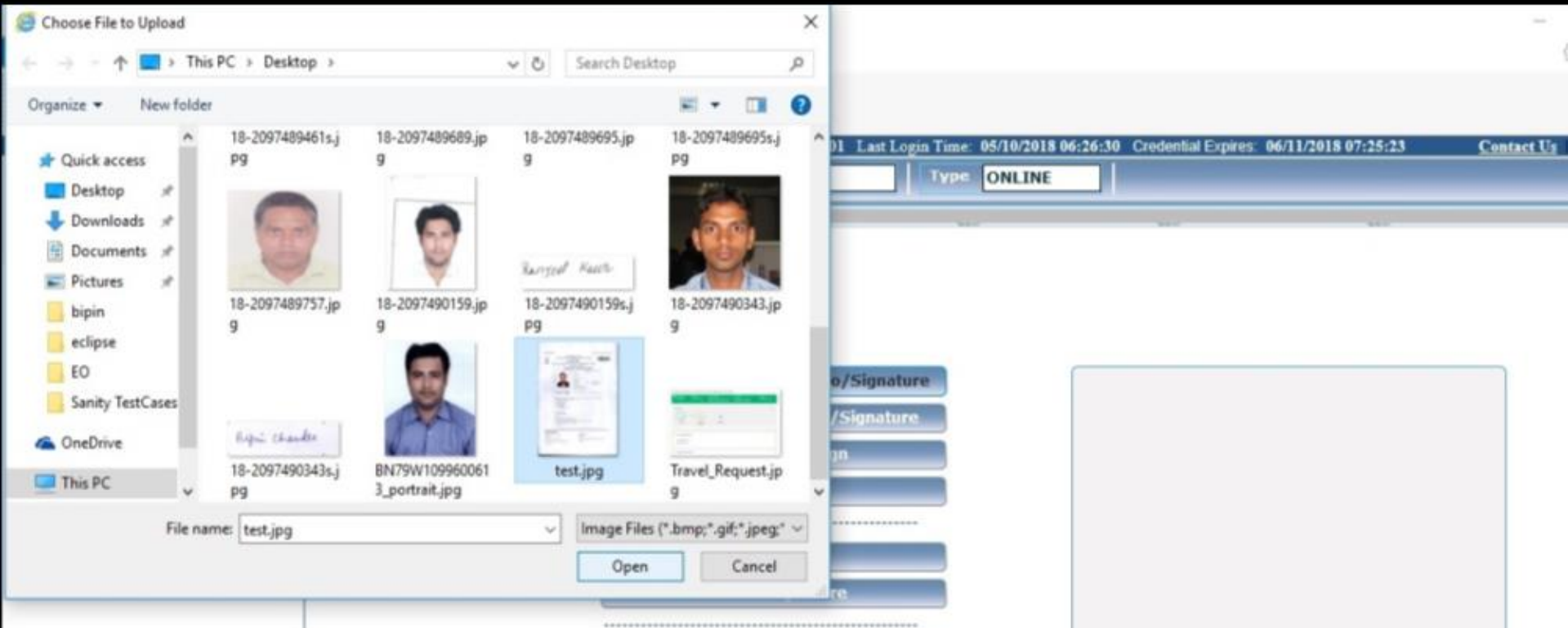
Save

Close

Note: Only jpg/jpeg/png/bmp files(max 100 KB) are supported.

Capture Photo/Sign Sub screen (continued..)

- Browse Form & Crop Photo/Sign' button can be clicked to view the electronic application form to crop photo/sign only if it is already scanned.
- User can also browse Photo and Sign images directly or use the scanning device (if integrated with EO machine) to scan the physical application form to crop the photograph/signature image



Capture Photo/Sign Sub screen (continued..)

- Click on Clip Photo button to crop photo of the applicant

ARN:18-2040000113 Generated On: 9/27/2018, 7:16:02 AM

 HIGH COMMISSION OF INDIA
INDIA HOUSE, ALDWYCH, LONDON WC2B 4NA, UNITED KINGDOM
00-44-20-78368484
<https://www.hcilondon.in/>
18-2040000113

APPLICATION FORM FOR INDIAN PASSPORT AT INDIAN MISSION/POST ABROAD

PASSPORT PREVIEW

भारत गणराज्य REPUBLIC OF INDIA

टाइप/Type	राष्ट्र कोड/CountryCode	पासपोर्ट नं./PassportNo.
P	IND	
उपनाम/Surname	GUPTA	
दिया गया नाम/Given Name(s)	PRABHAT	
राष्ट्रियता/Nationality	लिंग/Sex	जन्म तिथि/Date of Birth
INDIAN	M	20/09/1994
जन्म स्थान/Place of Birth	AGRA, UTTAR PRADESH	

Note : Please First click on the Red Frame to Resize and then Drag. ☒ Show Photo Frame ☐ Show Sign Frame **Clip Photo** Clip Signature Ruler Width(cm): 2.37 Ruler Height(cm): 2.37

Capture Photo/Sign Sub screen (continued..)

- Click on Clip Signature button to crop signature of the applicant .

The screenshot shows a passport application form with a photo of a man and a signature crop dialog. The form fields are as follows:

टाइप/Type	राष्ट्र कोड/CountryCode	पासपोर्ट नं./PassportNo.
P	IND	
उपनाम/Surname		
GUPTA		
दिया गया नाम/Given Name(s)		
PRABHAT		
राष्ट्रियता/Nationality	लिंग/Sex	जन्म तिथि/Date of Birth
INDIAN	M	20/09/1994
जन्म स्थान/Place of Birth		
AGRA, UTTAR PRADESH		
जारी करने का स्थान/Place of Issue		
समाप्ति की तिथि/Date of Expiry		
पिता/कानूनी अभिभावक का नाम/Name		
RAM PRAKASH GUPTA		
माता का नाम/Name of Mother		
ANUPMA GUPTA		

A signature crop dialog is open over the signature field, showing the signature "Prabhat Gupta" and an "OK" button. The dialog is titled "clipped image".

Note : Please First click on the Red Frame to Resize and then Drag.

☐ Show Photo Frame ☒ Show Sign Frame

Ruler Width(cm): 2.57 Ruler Height(cm): 0.85

Capture Photo/Sign Sub screen (continued..)

- Click on Preview button to see the preview of the applicant's photo and signature
- Click on Save button to save the changed photo and signature

Applicant Name : PRABHAT GUPTA

Gender : MALE

Browse Form & Crop Photo/Signature

Scan Form & Crop Photo/Signature

Crop Photo & Sign

Preview

Browse Photo

Browse Signature

Save

Close









Note: Only jpg/jpeg/png/bmp files(max 100 KB) are supported.

Process Enrolment Worklist screen (*continued..*)

- Click on 'Save as Draft' button to save the changes done by EO user

ARN **18-2040000113** File Number Type **ONLINE**

 Capture Photo/Sign  View Draft  Fee Payment  Submit Form  Print Receipt  View/Upload Docs

Save As Draft **Send to VO** **Escalate to Head of Consular Wing** **Edit Form**

1. Service Required

1.1 Applying for ☐ Fresh Passport ☒ Re-issue of Passport

If re-issue, specify reason(s)

☐ Validity Expired within 3 years/ Due to Expire ☐ Exhaustion of Pages ☐ Validity Expired more than 3 years ago

☐ Lost Passport ☒ Change in Existing Personal Particulars ☐ Damaged Passport

If change in existing personal particulars, specify reason(s)


☐ Appearance ☐ Signature ☐ Given Name ☐ Surname ☐ Date of Birth

☐ Spouse Name ☒ Address ☐ Delete ECR ☐ Others

1.2 Type of Application ☒ Normal ☐ Tatkaal

1.3 Type of Passport Booklet ☐ 36 Pages ☒ 48 Pages

1.4 Validity Required ☐ 10 years ☐ 5 years (for applicants below 15 and 18 years)


Prabhat Gupta
Signature/Left Hand Thumb Impression of applicant

2. Applicant Details

2.1 Applicant's Given Name followed by Middle Name, if any

User information is saved for
ARN : 18-2040000113

OK

View Application Details sub-screen


- This sub-screen opens when View Draft button is clicked in the Process Enrolment Worklist screen
- All application form fields are visible in this screen





		HIGH COMMISSION OF INDIA INDIA HOUSE, ALDWYCH, LONDON WC2B 4NA, UNITED KINGDOM 00-44-20-78368484 https://www.hcilondon.in/	 18-2040000113
SERVICE REQUIRED			
Application Reference Number	18-2040000113		
File Number			
Applying For	REISSUE		
If Re-issue, specify reason(s)	CHANGE IN EXISTING PERSONAL PARTICULARS		
If change in existing personal particulars, specify	ADDRESS		
If other, specify			
Type of Application	NORMAL		
Type of Passport Booklet	JUMBO		
APPLICANT DETAILS			
Applicant's Name	PRABHAT GUPTA		
Date of Birth (DD/MM/YYYY)	20/09/1994		
Place of Birth (Village/Town/City)	AGRA		
District	AGRA		
State/UT	UTTAR PRADESH		
Country	INDIA		
Gender	MALE		
Marital Status	SINGLE		


Fee Payment sub-screen


- EO user can view all the payments previous made for the application by clicking on the Fee Payment button
- EO user can also confirm additional payment details by entering the amount in the check-boxes displayed on the screen and clicking on the Submit button


 Capture Photo/Sign

 View Draft

 Fee Payment

 Submit Form

 Print Receipt

 View/Upload Docs

ARN 18-2040000113

File Number

Type ONLINE

Gratis Case : ☐

Previous Payment Details

Payment Type	Amount Paid (GBP)	Date of Last Payment	Demand Draft No./Receipt No.
FEE	5.00	26/09/2018	UK246668914785412
ICWF	5.00	26/09/2018	UK246668914785412

Payment Details

Enter amount to be paid (GBP)

.

ICWF (GBP)

.

Submit

Close

Total Amount Received: GBP 10.00

Passports Details sub-screen

- Click on Submit Form button to preview the passport printable details
- Click on Continue button to proceed for further processing or click on Cancel button to revisit the details (which can be changed after clicking the Edit Form button)

 Capture Photo/Sign	 View Draft	 Fee Payment	 Submit Form	 Print Receipt	 View/Upload Docs
---	--	---	--	---	--

भारत गणराज्य REPUBLIC OF INDIA			Passport Details	
	टाइप/Type	राष्ट्र कोड/CountryCode	पासपोर्ट नं./PassportNo.	
	P	IND		
	उपनाम/Surname	GUPTA		
	दिया गया नाम/Given Name(s)	PRABHAT		
	राष्ट्रियता/Nationality	लिंग/Sex	जन्मतिथि/Date of Birth	
	INDIAN	M	20/09/1994	
जन्म स्थान/Place of Birth		AGRA, UTTAR PRADESH		
जारी करने का स्थान/Place of Issue		जारी करने की तिथि/Date of Issue		
Prabhath Gupta		समाप्ति की तिथि/Date of Expiry		

EMIGRATION CHECK REQUIRED		
पिता/कानूनी अभिभावक का नाम/Name of Father/Legal Guardian		
RAM PRAKASH GUPTA		
माता का नाम/Name of Mother		
ANUPMA GUPTA		
पति या पत्नी का नाम/Name of Spouse		
पता/Address		
181 GANDHI NAGAR		
NOIDA, GAUTAM BUDH NAGAR		
PIN:201304, UTTAR PRADESH, INDIA		
पूरने पासपोर्ट का नं. और इसके जारी होने की तिथि एवं स्थान/Old Passport No with Date and Place of Issue		
N1346272	15/08/2010	GHAZIABAD
फाइल नं./File No.		

Continue	Cancel
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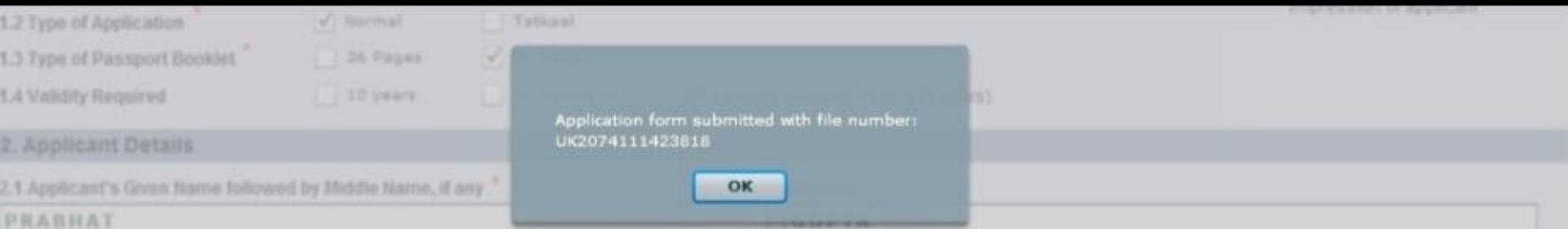
View Activity Trail sub-screen

- After clicking on the Continue button in the Passport Preview screen, user is prompted to enter Remarks before final submission
- After entering the Remarks and clicking the Submit button - a unique 15 characters long PSP File Number will be generated for the application

***Note:** Application details cannot be changed after generation of the File Number until the file is sent to VO/MissionHead and then sent back to EO by VO/GO/MissionHead users for editing data/documents*



The screenshot shows a dialog box titled "Enter Remarks". Inside the dialog, there is a text input field containing the text "File submitted from EO.". Below the input field, there are two buttons: "Submit" and "Close".



The screenshot shows the bottom portion of an application form. It includes sections for "1.2 Type of Application" (with "Normal" selected), "1.3 Type of Passport Booklet" (with "36 Pages" selected), and "1.4 Validity Required" (with "10 years" selected). Below these is a section for "2. Applicant Details" with the name "PRABHAT" entered. A modal dialog box is overlaid on the form, displaying the message "Application form submitted with file number: UK2074111423818" and an "OK" button.

Fee Receipt sub-screen

- This sub-screen opens when Print Receipt button is clicked. The screen shows the details of payment made



Receipt



HIGH COMMISSION OF INDIA

INDIA HOUSE, ALDWYCH, LONDON WC2B 4NA, UNITED KINGDOM

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Website: <https://www.hcilondon.in/>, Email:

chauhan.amit1@tcs.com, chandra.bipin@tcs.com, pankaj.arora@tcs.com

Date & Time		Received By		Receipt No.	
05/10/2018 Fri 07:37:29		TRNEO001		UK2F182040000082	
Applicant Name			File No.		
PRABHAT GUPTA			UK2074111423818		
Service Required	Mode	Fee (GBP)	ICWF (GBP)		
REISSUE	Cash	1.00	0.00		
<u>Payment Details (Prior, if any)</u>					
Date & Time	Receipt No.		Mode	Fee (GBP)	ICWF (GBP)
26/09/2018 Wed 15:30:00	UK246668914785412		Cash	5.00	5.00

**** APPLICANT'S COPY ****
Thank You



Receipt



HIGH COMMISSION OF INDIA

INDIA HOUSE, ALDWYCH, LONDON WC2B 4NA, UNITED KINGDOM

Telephone: 00-44-20-78368484; 00-44-20-76323123, Fax: 00-44-20-78364331

Website: <https://www.hcilondon.in/>, Email:

chauhan.amit1@tcs.com, chandra.bipin@tcs.com, pankaj.arora@tcs.com

Date & Time		Received By		Receipt No.	
05/10/2018 Fri 07:37:29		TRNEO001		UK2F182040000082	
Applicant Name			File No.		
PRABHAT GUPTA			UK2074111423818		
Service Required	Mode	Fee (GBP)	ICWF (GBP)		
REISSUE	Cash	1.00	0.00		
<u>Payment Details (Prior, if any)</u>					
Date & Time	Receipt No.		Mode	Fee (GBP)	ICWF (GBP)
26/09/2018 Wed 15:30:00	UK246668914785412		Cash	5.00	5.00

**** OFFICE COPY ****

Document Upload Sub Screen

- Click on View /Upload Document button to upload (browse pre-scanned, or scan afresh) the electronically scanned documents to be attached to the application



Document Scan & Upload

[X](#)

Step 1 -> Click a document category to view the corresponding documents

Code	Document Category/Name	Previously Uploaded Documents
1	Documents	
2	Annexures	
3	Others	

Step 2 -> Click document(s) to add to the scan & upload list

Search:

Code	Document Name

Step 3 -> Click document(s) to scan & upload

☐ Flat Bed ☐ Single Sided ☐ Double Sided ☐ Grey Scale

Document Name	Uploaded

Scan

Browse

Upload

Remove

Process Enrolment Worklist screen (continued..)

- Click on Send to VO button to send the file to the Verification Officer (VO) user
- **Alternatively** (in case of some doubts requiring inputs from Head of Consular Wing/Passport Section at Mission/Post) - click on the Escalate to Head of Consular Wing button to seek his/her guidance/instructions for further processing



The screenshot shows the top section of the Process Enrolment Worklist screen. It includes a header bar with the following fields: ARN (18-2040000113), File Number (empty), and Type (ONLINE). Below the header is a row of six buttons: Capture Photo/Sign, View Draft, Fee Payment, Submit Form, Print Receipt, and View/Upload Docs. At the bottom of this section is a row of four buttons: Save As Draft, Send to VO, Escalate to Head of Consular Wing, and Edit Form.



The screenshot shows the application form with a confirmation dialog box overlaid. The dialog box contains the text: "Application 18-2040000113/UK2074111423818 sent to Verification Officer." and an OK button. The background form shows the following sections:

- 1.1 Applying for: ☐ Fresh Passport, ☒ Renewal of Passport
- If re-issue, specify reason(s):
 - ☐ Validity Expired within 3 years/ Due to Penine
 - ☐ Exhaustion of Dates
 - ☐ Validity Expired more than 3 years ago
 - ☐ Lost Passport
- If change in existing personal particulars:
 - ☐ Appearance
 - ☐ Signature
 - ☐ Spouse Name
- 1.2 Type of Application: ☒ [unlabeled]
- 1.3 Type of Passport Booklet: ☐ 36 Pages, ☒ 60 Pages

On the right side of the form, there is a photo of the applicant, a signature (Abhat Gupta), and a field for "Signature/Left Hand Thumb impression of applicant".

**In case of additional information or clarification, please
contact Global PSP Support Team at**

Email : global.psp@tcs.com

Phone : +91-0120-672-9595/96

Mobile : +91-730-351-9595

Thank You
