

Global PSP Project for Indian Embassies and Consulates

Quick Guide – Head of Consular Wing (Role: MissionHead) Users

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 'MissionHead' (for Head of Consular Wing users)
5. Press Submit button displayed below the User Role



Global Passport Seva at Indian Embassies and Consulates
Consular, Passport & Visa Division
Ministry of External Affairs, Government of India



**Passport
Seva**



Service Excellence

[HELP](#)

User Login	
Enter the details to Login	
Fields marked with asterisk(*) are mandatory.	
	User ID* <input type="text" value="MISHEAD10"/>
<input type="button" value="Submit"/>	

User Role	
Please Select Role	
User Role*	<input type="text" value="MissionHead"/> ▼
<input type="button" value="Submit"/>	

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 fields and instructions:

- Enter Password to Login**: A label for the password field.
- User ID***: A text input field containing 'MISHEAD10'.
- Password***: A password input field with masked characters (dots).
- Please Enter the Values ***: A section with instructions: 'For each coordinate listed below, find the value on the grid'. It contains three input fields with the letters 'J', 'N', and 'B' above them, and three empty input fields with double dots (..) below them.
- Please enter the characters***: A section with instructions: 'Characters are case sensitive'. It features a CAPTCHA image showing the text 'EAEVR5' and a text input field below it containing 'EAEVR5' with a close button (X) to its right.
- Submit**: A blue button at the bottom center.
- Unlock Account**: A link at the bottom left.
- Forqot Login Password**: A link at the bottom right.

Review Escalations screen

- Click on the link Review Escalations
- Select file from Pooled /Claimed work-list and press Work On button

Review Escalations -
MIS Reports
Manage User Profile
Search Application
Update Print Queue
Change Address/Initiate PV Request
Approve Overload Printing Transfer
Change Delivery Mode
[Change Applicant Details](#)
Stop/Resume Passport Processing

ESCALATIONS

FILE NUMBER *

ENTER FILE NUMBER

Search

[HELP](#)

POOLED WORK LIST

☒ ALL ☐ FRESH ☐ REISSUE ☐ EC

6 items found, displaying 1 to 5.[First/Prev] 1, 2 [Next/Last]

SELECT	FILE NUMBER	APPLICANT NAME	SERVICE TYPE	SCHEME TYPE
<input type="radio"/>	UK1069000012418	CHANDAN SUMAN	Fresh	TATKAAL
<input type="radio"/>	UK1069000033218	GROOT	FRESH	NORMAL
<input type="radio"/>	UK1069000013018	CHANDAN SUMAN	REISSUE	TATKAAL
<input type="radio"/>	UK1069000030018	SAHIL MANCHNADA	FRESH	NORMAL
<input type="radio"/>	UK1079000066618	SURYA TEJA PERURU	REISSUE	NORMAL

Claim

CLAIMED WORK LIST

7 items found, displaying 6 to 7.[First/Prev] 1, 2 [Next/Last]

SELECT	FILE NUMBER	APPLICANT NAME	SERVICE TYPE	SCHEME TYPE
<input type="radio"/>	UK1079000042618	PAUL WALKER	REISSUE	NORMAL
<input type="radio"/>	UK1069000056018	SAHIL MANCHANDA	FRESH	NORMAL

Work On

Unclaim

Refresh

Review Escalations screen (continued..)

- Details of the application and option to send back to respective users ('GO' in the sample screenshot below) is displayed

BACK

ESCALATED BY GO

ARN : 18-2097490469

FILE NUMBER : UK1079000079418

APPLICANT NAME : YUSUF AHMAD

GENDER : MALE

SERVICE REQUESTED : REISSUE ORDINARY PASSPORT - TATKAAL

REISSUE REASONS : 1. LOST PASSPORT

APPLICATION DATE : 09/10/2018 06:58

FEES : GBP 11.00

View Application Details

View Previous Passports

View Activity Trail

भारत गणराज्य REPUBLIC OF INDIA



एडमिशन/Type P

राष्ट्र कोड/Country Code IND

उपनाम/Surname AHMAD

दिया गया नाम/Given Name(s) YUSUF

राष्ट्रीयता/Nationality INDIAN

लिंग/Gender M

जन्म तिथि/Date of Birth 02/10/1993

जन्म स्थान/Place of Birth BENGALURU, KARNATAKA

जारी करने का स्थान/Place of Issue



जारी करने की तिथि/Date of Issue

अवधि की तिथि/Date of Expiry

EMIGRATION CHECK REQUIRED

पिता/कानूनी अभिभावक का नाम/Name of Father/Legal Guardian NEYAE AHMAD

माता का नाम/Name of Mother SAMILA KHATOON

पति या पत्नी का नाम/Name of Spouse

पता/Address W12/34, WAHAD APARTMENT
BENGALURU, BENGALURU
PIN: 560001, KARNATAKA, INDIA

पुराने पासपोर्ट का नं. और जहाँ जारी होने की तिथि का स्थान/Old Passport No with Date and Place of Issue B0005327 28/08/2018 BENGALURU

फाइल नं./File No. UK1079000079418 - OLD PASSPORT REPORTED AS LOST

GRANTING STATUS : GRANT ON HOLD SEND TO HEAD-CONSULAR

ESCALATION REASONS : [View Escalation Reasons](#)

LAST REMARKS BY (MISUGO) : ESCALATED TO HEAD CONSULAR .PLEASE CHECK DETAILS
[view all remarks](#)

INDEX CHECK RESULT :

View

PAC/POLICY CHECK RESULT :

View

 CLEAR - NO MATCH FOUND

REMARKS * :

Send To GO

LIST OF DOCUMENTS

Manifest File

Review Escalations screen (continued..)

- Click on the Fee Amount (displayed as hyperlink in Review Escalations Work On screen) to view Fee Details

ESCALATED BY GO

ARN : 18-2097490469
FILE NUMBER : UK1079000079418
APPLICANT NAME : YUSUF AHMAD
GENDER : MALE
SERVICE REQUESTED : REISSUE ORDINARY PASSPORT - TATKAAL
REISSUE REASONS : 1. LOST PASSPORT
APPLICATION DATE : 09/10/2018 06:58
FEES : GBP [11.00](#)

FEE DETAILS

FILE NUMBER	UK1079000079418				
MODE OF PAYMENT	PAYMENT TYPE	AMOUNT PAID (GBP)	DATE OF PAYMENT	DEMAND DRAFT NO.	RECEIPT NO.
Cash	Fee	11.00	09/10/2018 06:57	-	UK1F182090001270
TOTAL FEES (GBP)	11.00				

× Close

Review Escalations screen (continued..)

- Click on the **View Escalation Reason** hyperlink (to view the reason for escalation) and **View All Remarks** hyperlink (to view all processing remarks) in the **Review Escalation Work On** screen

ESCALATION REASONS

FILE NUMBER	UK1079000079418		
ESCALATED BY	ESCALATION DATE	ESCALATION REMARK	ESCALATION REASON
MISUGO	09/10/2018 09:01	Escalated to head consular .please check details	Index Check Matching hits found. Mission Head's opinion desired.

REMARKS

FILE NUMBER	UK1079000079418		
REMARKS BY	USER ROLE	REMARKS	REMARKS DATE
MISEO10	EO	rfgrfsrf	09/10/2018
MISVO10	VO	Application Edited by VO.	09/10/2018
MISVO10	VO	Application Verified.Sending to GO.	09/10/2018
MISUGO	GO	Escalated to head consular .please check details	09/10/2018

× Close

Review Escalations screen (*continued..*)

- Click on the View button displayed alongside the Index Check Result field to view the results of Index Check

INDEX CHECK RESULT

View

Name: Yusuf Ahmad

File Number: UK1079000079418



Yusuf Ahmad , Male , 25

Signature : ۛۛۛۛ...

Father's Name: Neyaz Ahmad

Date of Birth: 02/10/1993

Place of Birth: Bengaluru, Bengaluru, Karnataka, India

Mother's Name: Zamila Khatoon

[Details](#)

Current Details

Photo	Matching Order	Applicant Name	Gender	Age	DOB	Father Name	Mother Name	POB	Passport Number	File Number	POI	DOI	PV	DRILS	Booklets
	CURRENT DETAILS	YUSUF AHMAD	MALE	25	02/10/1993	NEYAZ AHMAD	ZAMILA KHATOON	BENGALURU	NA	UK1079000079418	NA	NA	NA	NA	NA

Potential And Likely Matches:12

	↓	ABHISHEK ARORA	MALE	25	27/12/1992	DSDCA ASDFKLH	ASDAS ASDAS	XCVXCVCX	B0005327	BN1063591360918	Bengaluru	28/08/2018	NA		01
	↓	YUSUF AHMAD	MALE	25	02/10/1993	NEYAZ AHMAD	ZAMILA KHATOON	BENGALURU	B0123552	UK1079000036818	Birmingham	11/09/2018	NA		05

Review Escalations screen (continued..)

- Click on the View button displayed alongside the PAC/Policy Check Result field to view the results of PAC/Policy Data Check

PAC/POLICY CHECK RESULT:

View

CLEAR - NO MATCH FOUND

Name: Yusuf Ahmad


File Number: UK1079000079418



Yusuf Ahmad , Male , 25

Father's Name: Neyaz Ahmad


Date of Birth: 02/10/1993

Signature 

Mother's Name: Zamila Khatoon

Place of Birth: Bengaluru, Bengaluru, Karnataka, India

Current Details

Photo	Matching Order	Applicant Name	Gender	Age	DOB	Father Name	Mother Name	POB	PAC/Policy
	CURRENT DETAILS	YUSUF AHMAD	MALE	25	02/10/1993	NEYAZ AHMAD	ZAMILA KHATOON	BENGALURU	--

No matching records found.

PAC/Policy Check Status by GO

Clear

Remarks by GO



ok

Close

Review Escalations screen (continued..)

- Click on View Application Details button in the Review Escalations screen to view the application form details

View Application Details

	CONSULATE GENERAL OF INDIA 20, AUGUSTA STREET, JEWELLERY QUARTERS, HOCKLEY, BIRMINGHAM B18 6JL, UNITED KINGDOM 00-44-121-2361556 http://cgibirmingham.gov.in/	 18-2097490469
<u>SERVICE REQUIRED</u>		
Application Reference Number	18-2097490469	
File Number	UK1079000079418	
Applying For	REISSUE	
If Re-issue, specify reason(s)	LOST PASSPORT	
If change in existing personal particulars, specify		
If other, specify		
Type of Application	TATKAAL	
Type of Passport Booklet	JUMBO	
<u>APPLICANT DETAILS</u>		
Applicant's Name	YUSUF AHMAD	
Date of Birth (DD/MM/YYYY)	02/10/1993	
Place of Birth (Village/Town/City)	BENGALURU	
District	BENGALURU	
State/UT	KARNATAKA	
Country	INDIA	
Gender	MALE	
Marital Status	SINGLE	
Citizenship of India by	BIRTH	
Employment Type	PRIVATE	
Is either of your parent (in case of minor)/s spouse, a government servant?	N	
Educational Qualification	BETWEEN 8TH AND 9TH STANDARD	
Are you eligible for Non-ECR category?	N	
<u>FAMILY DETAILS</u>		
Father's Name	NEYAZ AHMAD	
Mother's Name	ZAMILA KHATOON	
<u>PASSPORT PRINTABLE ADDRESS DETAILS</u>		

Review Escalations screen (continued..)

- Click on View Previous Passports and View Activity Trail buttons in Review Escalation screen to view respective details

View Previous Passports

PREVIOUS PASSPORTS

SELECT ROW	PASSPORT NUMBER	APPLICANT NAME	DATE OF BIRTH	STATUS
<input type="radio"/>	B0005327	ABHISHEK ARORA	27/12/1992	QC Accepted
View Passport Details				

× Close

View Activity Trail

ACTIVITY TRAIL

FILE NUMBER	UK1079000079418		
CREATED TIME	ACTIVITY	PERFORMED BY	
09/10/2018 06:58	EO Task:Application Form Submitted	MISEO10	
09/10/2018 06:59	EO Task:Sent To VO	MISEO10	
09/10/2018 08:42	VO Task:Clear	MISVO10	
09/10/2018 08:42	VO Task:Sent To GO	MISVO10	
09/10/2018 09:01	GO Task:Grant On Hold Send to Mission Head	MISUGO	

× Close

Review Escalations screen (continued..)

- Click on the “Send to <EO/VO/GO>” button to send back to the pool of users (EO, VO or GO) which escalated the case to you (Head-Consular user) after entering due remarks

INDEX CHECK RESULT : [View](#)

PAC/POLICY CHECK RESULT: [View](#) CLEAR - NO MATCH FOUND

REMARKS * :

If escalated by EO - button would show "Send to EO"
If escalated by VO - button would show "Send to VO"
If escalated by GO - button would show "Send to GO"

[Send To GO](#)

FILE SENT TO GO SUCCESSFULLY.

ESCALATIONS

FILE NUMBER * [Search](#)

POOLED WORK LIST

☒ ALL ☐ FRESH ☐ REISSUE

One item found.1

SELECT	FILE NUMBER	APPLICANT NAME	SERVICE TYPE	SCHEME TYPE
<input type="radio"/>	UK1069000059018	SAHIL MANCHANDA	FRESH	NORMAL

[Claim](#)

**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
