

PSP Project for Indian Embassies and Consulates

Quick Guide – Passport Dispatch Processing

User Login

1. Visit PSP Office Portal (<https://embassy.passportindia.gov.in>)
2. Enter User ID
3. Press Submit button



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



User Login

Enter the details to Login

Fields marked with asterisk(*) are mandatory.



User ID*

MISQC10|



Submit

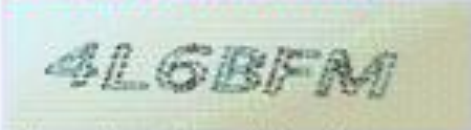
User Login *(continued..)*

1. Choose User Role as 'DispatchAssistant'
2. Press Submit button displayed below User Role

User Login	
Enter the details to Login	
Fields marked with asterisk(*) are mandatory.	
	User ID*
	MISQC10
Submit	
User Role	
Please Select Role	
	User Role*
	DispatchAssistant ▼
Submit	

User Login (continued..)

1. Enter the 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

User Login							
Enter Password to Login							
User ID*	MISQC10						
Password*						
Please Enter the Values *	<p>For each coordinate listed below, find the value on the grid</p> <table><tr><td>K</td><td>C</td><td>D</td></tr><tr><td>..</td><td>..</td><td>..</td></tr></table>	K	C	D
K	C	D					
..					
Please enter the characters*	<p>Characters are case sensitive</p>  <p>Change the picture displayed</p> <input type="text" value="4L6BFM"/>						
<input type="button" value="Submit"/>							
Unlock Account	Forgot Login Password						

Dispatch Work-List screen (only for International Post/Courier)

- Click on the link Dispatch Work-list
- Enter valid Search criteria
- Press “Search” Button

Dispatch Work-List ▾

Generate Dispatch Summary Report
Upload Dispatch Acknowledgement
Cancel Dispatch Processing
Search Application

Dispatch Assistant Work-List

[HELP](#)

There are no records against selected search criteria.

Passport No.	<input type="text"/>	File Number	<input type="text"/>
Communication Type	Passport ▾	Dispatch Processing Status	-Select- ▾
Postal Delivery Mode	-Select- ▾	Tracking Number	<input type="text"/>
<input type="button" value="Reset"/>		<input type="button" value="search"/>	

Dispatch Work-List screen (Continued..)

- Select record for passport to be dispatched by ticking the checkbox displayed under the leftmost column.
- Enter Tracking Number
- Print the system generated Envelope/Address Slip by clicking the Print Envelope/Address Slip button (as shown in highlighted box)
- Press “Enter Dispatch Details” button

Generate Dispatch Summary Report
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123ER

04/01/2019 45 IT1069000064818

CHANDAN KUMAR SUMAN
S/O FATHER
01, HATHSARGANJ, BENGALURU-
560001, KARNATAKA, INDIA

Dispatch Assistant Work-List

[HELP](#)

Passport No.	<input type="text"/>	File Number	<input type="text"/>
Communication Type	Passport	Dispatch Processing Status	Dispatch Processing Initiated
Postal Delivery Mode	-Select-	Tracking Number	<input type="text"/>
<input type="button" value="Reset"/> <input type="button" value="Search"/>			

Details

6 items found, displaying all items.1

Select All	FILE NO	Passport No./Letter Ref. No./Consignment No.	Tracking No.	Recipient Name	Recipient Address	Communication Type	Dispatch Mode	Dispatch Processing Status	Send By
<input type="checkbox"/>	IT1079000061418	B1123480		KANAK GUPTA	ADDRESS LINE 1, ADDRESS LINE 2	Passport	International Post/Courier	Dispatch Processing Initiated	MISPIA5
<input type="checkbox"/>	IT1069000001418	B1123461		KANAK GUPTA	IT1069000001418WDSSFD, AFAFAFADSIT1069000000, Bengaluru-560001, Karnataka, India	Passport	International Post/Courier	Dispatch Processing Initiated	MISPIA5
<input type="checkbox"/>	IT1079000061218	B1123543		USHANK SINGH KUMAR	STRRET 10 NEAR CYBER CAFE, HOUSE NUMBER 12/C, ITALY	Passport	International Post/Courier	Dispatch Processing Initiated	MISPIA5
<input type="checkbox"/>	IT1079000061418	B1123480		KANAK GUPTA	ADDRESS LINE 1, ADDRESS LINE 2	Passport	International Post/Courier	Dispatch Processing Initiated	MISPIA5
<input type="checkbox"/>	IT1069000062218	J2123460		KAILASH KHER	103, DD, ITALY	Passport	International Post/Courier	Dispatch Processing Initiated	MISPIA5
<input checked="" type="checkbox"/>	IT1069000064818	E2123516		CHANDAN KUMAR SUMAN	01, HATHSARGANJ, Bengaluru-560001, Karnataka, India	Passport	International Post/Courier	Dispatch Processing Initiated	MISHEAD1

Tracking Number*

Dispatch Work-List (Continued..)

- **Enter Tracking Number** (*i.e. the unique Reference Number provided by Courier Agency for the corresponding passport for the purpose of dispatch to the applicant*) **and re-confirm the passport number being dispatched under this Tracking Number**
- **Press Next button**

Dispatch Work-List ▾
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Dispatch Details

Type of Business Communication	Passport	Tracking Number	123ER
File Number	IT1069000064818	Passport No.	E2123516
Communication Type	Passport	Postal Delivery Mode	Speed Post
Recipient Name	CHANDAN KUMAR SUMAN		
Recipient Address	01, HATHSARGANJ, Bengaluru-560001, Karnataka, India		



Point of Dispatch Consulate General of India, Piazza Paolo Ferrari 8, 20121 Milan, Italy
RUD Address Consulate General of India, Piazza Paolo Ferrari 8, 20121 Milan, Italy

Envelope Address Quality Check

Fields marked with asterisk (*) are mandatory

Now scan Tracking Number & Passport No./LetterRef. No. successively to store the mapping in the system.

Tracking Number*

Passport No.*

Back

Next

Dispatch Work-List (Continued..)

- Execute Dispatch Check List by selecting Yes/No (to re-confirm the tracking number and also to confirm receipt of necessary dispatch acknowledgement physically from the respective courier agency)
- Press Submit button

Dispatch Work-List ▾
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Dispatch Details

Tracking number is matched with selected record.

Type of Business Communication	Passport	Tracking Number	123ER
File Number	IT1069000064818	Passport No.	E2123516
Communication Type	Passport	Postal Delivery Mode	Speed Post
		Recipient Name	CHANDAN KUMAR SUMAN
		Recipient Address	01, HATHSARGANJ, Bengaluru-560001, Karnataka, India
Point of Dispatch	Consulate General of India, Piazza Paolo Ferrari 8, 20121 Milan, Italy		
RUD Address	Consulate General of India, Piazza Paolo Ferrari 8, 20121 Milan, Italy		



Envelope Address Quality Check

Fields marked with asterisk (*) are mandatory

Now scan Tracking Number & Passport No./LetterRef. No. successively to store the mapping in the system.

Tracking Number*	<input type="text" value="123ER"/>	Passport No.*	<input type="text" value="E2123516"/>
<input type="button" value="Back"/>		<input type="button" value="Next"/>	

Check List

1. Address is printed correctly on the envelope*	<input checked="" type="radio"/> Yes <input type="radio"/> No
2. Correct passport/Letter is placed in the correctly addressed envelope*	<input checked="" type="radio"/> Yes <input type="radio"/> No
3. Bar code Tracking number is printed on the envelope in Speed Post cases*	<input checked="" type="radio"/> Yes <input type="radio"/> No
4. Bar code Tracking number is readable using the bar code reader, and the same is mapped to the correct file number*	<input checked="" type="radio"/> Yes <input type="radio"/> No
<input type="button" value="Back"/> <input type="button" value="Submit"/>	

Dispatch Work-List (Continued..)

- **System displays successful completion of dispatch initiation**
- **Note:** Dispatch will be deemed complete only after proof of physical dispatch (Acknowledgement received from Courier Agency/OSP personnel) is uploaded in the system against the stated Tracking Number in the 'Upload Dispatch Acknowledgement' screen

Dispatch Work-List ▾

[Generate Dispatch Summary Report](#)
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Dispatch Assistant Work-List

[HELP](#)

Status is successfully updated to Dispatch Initiated.

Passport No.

File Number

Communication Type

Passport



Dispatch Processing Status

-Select-



Postal Delivery Mode

-Select-



Tracking Number

Reset

search

Generate Dispatch Summary Report

- Select the appropriate User Id who moved the passport to 'Dispatch Initiated' (i.e. ready for dispatch) status
- Press Generate Report button to generate/print the (PDF) report of passports ready for dispatch

Dispatch Work-List Generate Dispatch Summary Report Upload Dispatch Acknowledgement Cancel Dispatch Processing MIS Reports Manage User Profile Search Application	Daily Dispatch Summary Report - Location Wise HELP Field marked with asterisk (*) are mandatory Dispatch Date* 04/01/2019 Location Type* OTHERS Location Name Consulate General of India User ID AMIT CHAUHAN-MISHEAD1 Generate Report
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Daily Dispatch Summary (Location Specific)

Generated On : 04 Jan 2019 08:15 AM

Report Date : 04-Jan-19

Generated By : MISHEAD1

<u>Sr. No.</u>	<u>File Number/ PSP No./Letter No.</u>	<u>Postal Tracking No./Envelope No.</u>	<u>Name of Applicant</u>
Italy - Milan(Piazza Paolo Ferrari 8, 20121 Milan, Italy)			
PASSPORTS-INTERNATIONAL POST/COURIER Dispatch Initiated on 04-Jan-2019 By MISHEAD1 (1)			
1.	IT1069000064818/ E2123516	123ER/ 45	CHANDAN KUMAR SUMAN

Total	1 Passport
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Generate Dispatch Summary Report (continued...)

- Take a print-out and get the Dispatch Acknowledgement Receipt page physically signed by the Courier/OSP personnel taking over the passports for actual dispatch purpose. *(The same needs to be scanned and uploaded in the system (through Upload Dispatch Acknowledgement screen) to complete dispatch)*
- One copy of the DSR may be given to the Courier/OSP person as their acknowledgement (optional)



Daily Dispatch Summary
(Location Specific)

Generated On : 04 Jan 2019 08:15 AM

Dispatch Summary

Section A: To Be Filled By Courier Agency Executive

Following count of Passport Consignments have been handed over by the Dispatch Section of the ITALY - MILAN on 04-Jan-2019 to the Courier Agency Executive along with a list of Passports provided in form of "Daily Dispatch Summary Report".

1.	International Post/Courier -Passports	1	04-Jan-2019
----	------------------------------------------	---	-------------

The Name and Address mentioned on the Envelopes/Boxes has been verified with the ones specified in the above mentioned list and no discrepancies were found. This page is hereby signed and stamped by _____ Courier Agency as an acknowledgement of receipt of the Envelopes/Boxes for the purpose of delivery to the respective Missions/Post.

Name & Signature (Courier Agency Executive): _____

Stamp: _____

Section B: To Be Filled By Dispatch Assistant

Total Number of dispatch Consignments: _____ Name & Signature: _____

Stamp: _____

Upload Dispatch Acknowledgement screen

- Click on Upload Dispatch Acknowledgement link
- Select Acknowledgement Type *(choose whether dispatch was done through Courier Agency or OSP)* and Press Next button
- Press Browse button to search the electronic scan (PDF file) of Dispatch Acknowledgement Receipt
- Select Communication Type as Passport
- Press Update button to complete the dispatch processing *(i.e. to mark the corresponding passports' dispatch status as 'Dispatched' in the system)*

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Upload Acknowledgement

[HELP](#)

Please select valid acknowledgment Type

Please select the acknowledgement type.

☐ Dispatch Acknowledgement Slip for Courier cases ☒ Dispatch Acknowledgement Slip for OSP cases

[Next](#)

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Upload Acknowledgement

Please upload scan copy of signed DSR acknowledgement

[Scan Dispatch Acknowledgement Slip](#)

[Browse...](#)

Communication Type

Passport ▾

[Upload](#)

[Home](#)

Upload Dispatch Acknowledgement screen *(Continued..)*

Dispatch Work-List

Generate Dispatch Summary Report

Upload Dispatch Acknowledgement ▾

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DSR is Uploaded Successfully.

Following records are updated with following details:-

One item found.1

Tracking Number	Dispatch Date	Point of Dispatch	Communication Type	Delivery Status
123ER	04/01/2019	Italy - Milan	Passport	Dispatched

[Click here to go to Home Page](#)

Cancelling Dispatch Processing

(if required)

Cancel Dispatch Processing

- Click on the link Cancel Dispatch Processing
- Enter valid Search criteria
- Press “Search” Button

Note : The files which are pending in the dispatch section and additional stop is already imposed by PIA (Stop/Resume Passport Processing link) will only be displayed under the cancel dispatch work-list.

Dispatch Work-List Generate Dispatch Summary Report Upload Dispatch Acknowledgement Cancel Dispatch Processing ▾ Search Application	<h3>Cancel Dispatch Processing</h3> <table><tr><td>PassportNo./Letter Ref. No.</td><td><input type="text"/></td><td>File Number</td><td><input type="text"/></td></tr><tr><td>Communication Type</td><td><input type="text" value="Passport"/></td><td>Postal Delivery Mode</td><td><input type="text" value="-Select-"/></td></tr><tr><td>Dispatch Processing Status</td><td><input type="text" value="-Select-"/></td><td>Consignment Number</td><td><input type="text" value="0"/></td></tr><tr><td colspan="4"><input type="button" value="Search"/> <input type="button" value="Reset"/></td></tr></table>	PassportNo./Letter Ref. No.	<input type="text"/>	File Number	<input type="text"/>	Communication Type	<input type="text" value="Passport"/>	Postal Delivery Mode	<input type="text" value="-Select-"/>	Dispatch Processing Status	<input type="text" value="-Select-"/>	Consignment Number	<input type="text" value="0"/>	<input type="button" value="Search"/> <input type="button" value="Reset"/>			
PassportNo./Letter Ref. No.	<input type="text"/>	File Number	<input type="text"/>														
Communication Type	<input type="text" value="Passport"/>	Postal Delivery Mode	<input type="text" value="-Select-"/>														
Dispatch Processing Status	<input type="text" value="-Select-"/>	Consignment Number	<input type="text" value="0"/>														
<input type="button" value="Search"/> <input type="button" value="Reset"/>																	

Cancel Dispatch Processing (Continued..)

- Select record for Dispatch to be cancelled by ticking the radio button displayed under the leftmost column, and enter due Remarks explaining the reason for cancelling the dispatch
- Press “Cancel Dispatch” button to cancel the dispatch and move the Passport for Safe Custody

Cancel Dispatch Processing

PassportNo./Letter Ref. No.	<input type="text"/>	File Number	<input type="text"/>
Communication Type	Passport <input type="text"/>	Postal Delivery Mode	-Select- <input type="text"/>
Dispatch Processing Status	-Select- <input type="text"/>	Consignment Number	0 <input type="text"/>
<input type="button" value="Search"/> <input type="button" value="Reset"/>			

Details

One item found.1

Select	File Number	Passport No./Letter Ref. No./Consignment No.	Recipient Name	Recipient Address	Communication type	Dispatch Mode	Dispatch Processing Status
<input checked="" type="radio"/>	UK1079000053218	K2123523	CHANDANFFFAAA SUMAN	street 10 house no -h123, VILL SOLAPUR, Bengaluru-560001, Karnataka, India	Passport	Dispatch by OSP	Dispatch Processing Initiated

Remarks*

(Maximum 400 characters allowed)

PIA/Policy has put a stop on passport issuance post printing and initiated the Police Verification. Passport to be kept in Safe Custody till then

396

Characters Remaining

Message

Dispatch Status is Cancelled successfully. Please send this passport for safe-custody.

**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
