

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

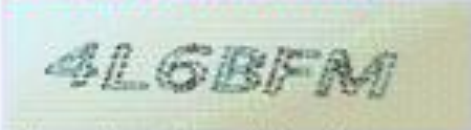
User Login *(continued..)*

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

- 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 records for passports to be dispatched by ticking the checkbox(es) displayed under the leftmost column (*multiple Records can be selected for the same dispatch mode i.e. 'Dispatch' or 'Dispatch By OSP'*)
- Enter Tracking Number (*May optionally print the system generated Envelope/Address Slip by clicking the Print Envelope/Address Slip button*)
- Press “Enter Dispatch Details” button

Dispatch Assistant Work-List [HELP](#)

Passport No.	<input type="text" value="K2123555"/>	File Number	<input type="text"/>
Communication Type	<input type="text" value="Passport"/>	Dispatch Processing Status	<input type="text" value="-Select-"/>
Postal Delivery Mode	<input type="text" value="-Select-"/>	Tracking Number	<input type="text"/>

Details

One item found.1

<input type="checkbox"/>	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"/>	UK1069000085418	K2123555		SAHIL MANCHANDA	ZDSDFS, FSFDSF, SDFSDF	Passport	Dispatch by OSP	Dispatch Processing Initiated	MISQC10

Tracking Number*

Dispatch Work-List (Continued..)

- **Enter Tracking Number** (*i.e. the unique Reference Number provided by Courier Agency/OSP staff taking over the corresponding passport(s) for the purpose of dispatch to the applicant*) **and re-confirm the count of passports being dispatched under this Tracking Number**
- **Press Submit button**

Dispatch Details for Mission

Please ensure that each of the following passport booklets(and only these passport booklets) are placed inside the envelope/box/bag/bundle having the Tracking/Reference Number EA12345678.

Sr. No.	File Number	Passport No.	Applicant Name	Mission/Post Name	Dispatch Processing Initiation Date
1	UK1069000085418	K2123555	SAHIL MANCHANDA	United Kingdom - Birmingham	20/10/2018 09:58:42
RUD Address		Consulate General of India, 20, Augusta Street, Jewellery Quarters, Hockley, Birmingham B18 6JL, United Kingdom			

Envelope Address Quality Check

Fields marked with asterisk (*) are mandatory

Reconfirm the Tracking Number after scanning the barcoded Tracking Number printed/pasted on the Envelope/Box/Bag: *

Reconfirm the count of passport booklets placed inside the envelope/box/bag: *

[Back](#)[submit](#)

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/OSP person)
- **Press Submit button**

Dispatch Details for Mission

Tracking number is matched with selected record.

Please ensure that each of the following passport booklets(and only these passport booklets) are placed inside the envelope/box/bag/bundle having the Tracking/Reference Number EA12345678.

Sr. No.	File Number	Passport No.	Applicant Name	Mission/Post Name	Dispatch Processing Initiation Date
1	UK1069000085418	K2123555	SAHIL MANCHANDA	United Kingdom - Birmingham	20/10/2018 09:58:42
RUD Address		Consulate General of India, 20, Augusta Street, Jewellery Quarters, Hockley, Birmingham B18 6JL, United Kingdom			

Envelope Address Quality Check

Fields marked with asterisk (*) are mandatory

Reconfirm the Tracking Number after scanning the barcoded Tracking Number printed/pasted on the Envelope/Box/Bag: *

Reconfirm the count of passport booklets placed inside the envelope/box/bag: *

[Back](#)[submit](#)

Check List

1. I confirm that I have personally verified that all the passport booklets displayed in the list above (and only those booklets) have been duly placed in the envelope/box/bag/bundle having Tracking/Reference Number EA12345678. *

☒ Yes ☐ No

2. I confirm that I have handed over the booklets to authorized personnel only and have taken due acknowledgement receipt from him/her. *

☒ Yes ☐ No

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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](#)
[Upload Dispatch Acknowledgement](#)
[Cancel Dispatch Processing](#)
[Search Application](#)

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 of the QC/Dispatch operator 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
Search Application

Daily Dispatch Summary Report - Location Wise [HELP](#)

Field marked with asterisk (*) are mandatory

Dispatch Date* 23/10/2018

Location Type* OTHERS Location Name Consulate General of India

User ID YUSUF AHMAD-MISQC10

Generate Report

 **Passport Seva**
Service Excellence


Daily Dispatch Summary (Location Specific) Generated On : 23 Oct 2018 11:19 AM

Report Date : 23-Oct-18 Generated By : MISQC10

Sr. No.	File Number/ PSP No./Letter No.	Postal Tracking No./Envelope No.	Name of Applicant
United Kingdom - Birmingham(20, Augusta Street, Jewellery Quarters, Hockley, Birmingham B18 6JL, United Kingdom)			
PASSPORTS-DISPATCH BY OSP Dispatch Initiated on 20-Oct-2018 By MISQC10 (1)			
1.	UK1069000085418/ K2123555	EA12345678/ -	SAHIL MANCHANDA
Total	1 Passport		

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)

 Passport Seva Service Excellence		Daily Dispatch Summary (Location Specific)		Generated On : 23 Oct 2018 11:19 AM	
Dispatch Summary					
<u>Section A: To Be Filled By OSP Executive</u>					
Following count of Passport Consignments have been handed over by the Dispatch Section of the UNITED KINGDOM - BIRMINGHAM on 23-Oct-2018 to the OSP Executive along with a list of Passports provided in form of "Daily Dispatch Summary Report".					
1.	Dispatch by OSP - Passports	1		20-Oct-2018	
The count of Passports and Applicant Name/Passport Numbers has been duly verified with the ones specified in the above mentioned list. This page is hereby signed and stamped by _____ OSP as an acknowledgement of receipt of the Envelopes/Boxes/Bags/Bundles for the purpose of delivery to the respective applicant.					
Name & Signature (OSP Executive): _____					
Stamp: _____					
<u>Section B: To Be Filled By Dispatch Assistant</u>					
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**
- **Press Upload button**

Dispatch Work-List
Generate Dispatch Summary Report
Upload Dispatch Acknowledgement ▾
Cancel Dispatch Processing
Search Application

Upload Acknowledgement

[HELP](#)

Please select valid acknowlegment Type

Please select the acknowledgement type.

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

[Next](#)

Upload Acknowledgement

Please upload scan copy of signed DSR acknowledgement

[Scan Dispatch Acknowledgement Slip](#)

[Browse...](#)

[Upload](#)

[Home](#)

Upload Dispatch Acknowledgement screen (Continued..)

- 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)

[Dispatch Work-List](#)
[Generate Dispatch Summary Report](#)
[Upload Dispatch Acknowledgement](#) -
[Cancel Dispatch Processing](#)
[Search Application](#)

Update Dispatch Status

Please Select Communication Type to update dispatch status

Fields marked with asterisk (*) are mandatory

Communication Type*

Passport

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Update

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
EA12345678	20/10/2018	United Kingdom - Birmingham	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

Dispatch Work-List

Generate Dispatch Summary Report

Upload Dispatch Acknowledgement

Cancel Dispatch Processing ▾

Search Application

Cancel Dispatch Processing

PassportNo./Letter Ref. No.

File Number

Communication Type

Passport



Postal Delivery Mode

-Select-



Dispatch Processing Status

-Select-



Consignment Number

0

Search

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="button" value="v"/>	Postal Delivery Mode	-Select- <input type="button" value="v"/>
Dispatch Processing Status	-Select- <input type="button" value="v"/>	Consignment Number	0 <input type="text"/>

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
