

# **Global PSP Project for Indian Embassies and Consulates**

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## **Quick Guide – Cancel Passport**

## 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\*

MISHEAD10

Submit

### User Role

Please Select Role

User Role\*

MissionHead ▼

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 password field with masked characters (dots).
- User ID\***: A text field containing 'MISHEAD10'.
- Password\***: A password field with masked characters (dots).
- Please Enter the Values \***: A section with a red instruction: 'For each coordinate listed below, find the value on the grid'. It contains three input boxes with the letters 'J', 'N', and 'B' above them, and three empty boxes with two dots (..) below them.
- Please enter the characters\***: A section with a red instruction: 'Characters are case sensitive'. It features a CAPTCHA image showing the text 'EAEVR5' in a stylized font. Below the image is a text input field containing 'EAEVR5' and a 'Change the picture displayed' button. To the right of the input field is a small 'X' icon.
- 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.

## Cancel Passport

1. Click on the Link 'Cancel Passport' displayed in the Left Menu
2. Enter Passport Number and "Date of Birth" or "Date of Issuance".
3. Search button.

Cancel Passport ▾

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

Welcome: MISLGO Last Login Time: 14/02/2019 09:02:12 Credential Expires: 23/03/2019 06:02:48 [Contact Technical Support](#)

### Cancel Passport

Fields Marked With \* Are Mandatory

Passport Number*	<input type="text" value="V1123507"/>		
Date of Birth #	<input type="text" value="14/10/1995"/>	Passport Issuance Date #	<input type="text"/>

# Either Date of Birth or Passport Issuance Date or both is to be entered

## Cancel Passport Screen *(continued..)*

1. The details of the passport will be displayed
2. Please select “Booklet to be Disposed” as Yes/No .
3. Select “Reason” of cancellation and enter Remarks.
4. Press Submit Button.

Cancel Passport ▾

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### Cancel Passport

Fields Marked With \* Are Mandatory

Passport Number\*

V1123507

Date of Birth #

14/10/1995

Passport Issuance Date #

# Either Date of Birth or Passport Issuance Date or both is to be entered

Search

Clear

### Passport Details

Information : New PSP File Number Does Not Exist For This Passport Number

Fields Marked With \* Are Mandatory

Passport Number	V1123507
File No.	UK2064748393019
Passport Status	Valid
Applicant Name	SURYA
PSP Issue Date	13/02/2019
PSP Expiry Date	12/02/2029
New PSP File Number (if applicable)	
Booklet to be Disposed*	<div><input type="radio"/> Yes</div> <div><input checked="" type="radio"/> No</div>
Reason*	Damaged Passport ▾
Remarks*	<div>cancel for damage reason</div> <div>128 Characters Remaining</div>

Submit

## Cancel Passport Screen (continued..)

1. Press Yes for confirming the cancellation of passport otherwise press No.
2. Press Yes/No for physical cancellation of the passport.

Cancel Passport ▾

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Are you sure you want to cancel the Passport Number V1123507 issued to SURYA PASPORT on 13/02/2019 against File No UK2064748393019 ?

Yes

No

Have you cancelled the Physical Booklet ?

Yes

No

Back

# Cancel Passport Success Screen

Final successful screen of passport Cancellation will be displayed.

Cancel Passport

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Change Address/Initiate PV Request

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Change Delivery Mode

Change Applicant Details

Stop/Resume Passport Processing

Passport Cancellation Successful

File No.	UK2064748393019
Passport Number	V1123507
Passport Status	Cancelled
Reason for Cancellation	Damaged Passport
DRILS Notification	NA
Disposal Action Details	Not Initiated

Close

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

Email : [global.psp@tcs.com](mailto:global.psp@tcs.com)

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

Mobile : +91-730-351-9595

# Thank You

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