


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

Login Using User ID, Password, and Grid Values

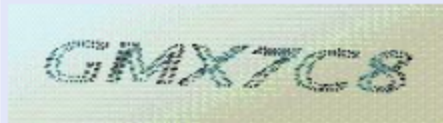
1. Visit Global PSP Office Portal (<https://embassy.passportindia.gov.in>)
2. Enter User ID
3. Press Submit button
4. Choose User Role as 'GO'
5. Press Submit button displayed below the User Role

User Login					
Enter the details to Login					
Fields marked with asterisk(*) are mandatory.					
	<table><tr><td>User ID*</td><td><input type="text" value="TRNGO001"/></td></tr><tr><td colspan="2"><input type="button" value="Submit"/></td></tr></table>	User ID*	<input type="text" value="TRNGO001"/>	<input type="button" value="Submit"/>	
User ID*	<input type="text" value="TRNGO001"/>				
<input type="button" value="Submit"/>					

User Role					
Please Select Role					
	<table><tr><td>User Role*</td><td><input type="text" value="GO"/></td></tr><tr><td colspan="2"><input type="button" value="Submit"/></td></tr></table>	User Role*	<input type="text" value="GO"/>	<input type="button" value="Submit"/>	
User Role*	<input type="text" value="GO"/>				
<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

User Login							
Enter Password to Login							
User ID*	TRNGO001						
Password*	<input type="password"/>						
Please Enter the Values *	<p>For each coordinate listed below, find the value on the grid</p> <table><tbody><tr><td>E</td><td>B</td><td>F</td></tr><tr><td>..</td><td>..</td><td>..</td></tr></tbody></table>	E	B	F
E	B	F					
..					
Please enter the characters*	<p>Characters are case sensitive</p>  <p>Change the picture displayed</p> <input type="text" value="GMX7C8"/>						
<input type="button" value="Submit"/>							
Unlock Login Password	Forgot Login Password						

Grant Application screen

- Grant Application screen displays the Pooled and Claimed Work-items' list
- Items displayed in Pooled Work list can be claimed for processing by any GO user in the respective Mission/Post (visible to all GO users)

Grant Application ▾

[Search Application](#)

[Print/Reprint Letter](#)

GRANTING

FILE NUMBER *

Search

POOLED WORK LIST

☒ALL ☐FRESH ☐REISSUE

One item found.1

Select	File No.	Applicant Name	Service Type	Scheme Type
<input checked="" type="radio"/>	UK1079000052418	BIPIN CHANDRA	REISSUE	NORMAL

Claim & Initiate Index/PAC Policy

CLAIMED WORK LIST

No Result Found

Grant Application screen (*continued..*)

- Items in Claimed Work list displayed with Index/PAC result as 'Ready' can be processed by the logged user
- Items in Claimed Work list displayed with Index/PAC status as 'Not Ready' or 'In Progress' can be processed after initiating the Index/PAC check by clicking on 'Initiate Index/PAC Policy'

CLAIMED WORK LIST

One item found.1

Select	File No.	Applicant Name	Service Type	Scheme Type	Index/PAC Policy results
<input checked="" type="radio"/>	UK1079000052418	BIPIN CHANDRA	REISSUE	NORMAL	READY

Work OnUnclaimInitiate Index/PAC PolicyRefresh

Grant Application screen (*continued..*)

- Application details for the selected file will appear after pressing the Claim button in worklist screen
- Passport Print Preview for the selected application is displayed upfront
- Separate buttons for viewing the details of previous passport and that of current application/activity trails are displayed on screen

BACK

ARN : 18-2097490133

FILE NUMBER : UK1079000052418

APPLICANT NAME : BIPIN CHANDRA

GENDER : MALE

SERVICE REQUESTED : REISSUE ORDINARY PASSPORT

REISSUE REASONS : 1. EXHAUSTION OF PAGES

APPLICATION DATE : 15/09/2018 07:06

FEES : GBP [1000.00](#)

View Application Details

View Previous Passports

View Activity Trail

भारत गणराज्य REPUBLIC OF INDIA



Ranjeet Kaur

राष्ट्र/Type P

राष्ट्र कोड/CountryCode IND

पासपोर्ट नं./PassportNo.

उपनाम/Surname CHANDRA

दिया गया नाम/Given Name(s) BIPIN

राष्ट्रियता/Nationality INDIAN

लिंग/Sex M

जन्म तिथि/Date of Birth 21/12/1992

जन्म स्थान/Place of Birth LALPANIA, KARNATAKA

जारी करने का स्थान/Place of Issue

जारी करने की तिथि/Date of Issue समाप्ति की तिथि/Date of Expiry

EMIGRATION CHECK REQUIRED

पिता/कानूनी अभिभावक का नाम/Name of Father/Legal Guardian SURESH CHANDRA

माता का नाम/Name of Mother SANDHYA CHANDRA

पति या पत्नी का नाम/Name of Spouse

पता/Address QR NO-C/10 LALPANIA-BOKARO

पुराने पासपोर्ट का नं. और इसके जारी होने की तिथि एवं स्थान/Old Passport No with Date and Place of Issue J2123461 10/10/2008 DELHI

फाइल नं./File No. UK1079000052418

LAST REMARKS BY (QCHECK01) : ERROR

[view all remarks](#)

INDEX CHECK RESULT :

VIEW

✓ Clear

PAC/POLICY CHECK RESULT :

VIEW

✓ Clear

GRANTING STATUS* : ☐ NOT CLEAR ☒ CLEAR ☐ ON HOLD

LIST OF DOCUMENTS

Ration Card

Employer Certificate

other ninety two sanity

other ninety four sanity

All Documents List

View Application Details sub-screen

- This sub-screen opens when View Application Details button is clicked in the Grant Application (work-on mode) screen
- All application form fields are visible in this screen

View/Print Submitted Form - Internet Explorer



CONSULATE GENERAL OF INDIA
20, AUGUSTA STREET, JEWELLERY QUARTERS, HOCKLEY, BIRMINGHAM B18 6JL,
UNITED KINGDOM
00-44-121-2361556
<http://cgibirmingham.gov.in/>



18-2097490133

SERVICE REQUIRED

Application Reference Number	18-2097490133
File Number	UK1079000052418
Applying For	REISSUE
If Re-issue, specify reason(s)	EXHAUSTION OF PAGES
If change in existing personal particulars, specify	
If other, specify	
Type of Application	NORMAL
Type of Passport Booklet	NORMAL

APPLICANT DETAILS

Applicant's Name	BIPIN CHANDRA
Date of Birth (DD/MM/YYYY)	21/12/1992
Place of Birth (Village/Town/City)	LALPANIA
District	BENGALURU
State/UT	KARNATAKA
Country	INDIA
Gender	MALE
Marital Status	SEPARATED
Citizenship of India by	BIRTH
Employment Type	PRIVATE
Is either of your parent (in case of minor)/spouse, a government servant?	N
Educational Qualification	GRADUATE AND ABOVE
Are you eligible for Non-ECR category?	N

FAMILY DETAILS

Father's Name	SURESH CHANDRA
Mother's Name	SANDHYA CHANDRA

PASSPORT PRINTABLE ADDRESS DETAILS

To be printed on passport	QR NO-C/10, LALPANIA-BOKARO
Country	UNITED KINGDOM
Mobile/Tel No	875012914444

Previous Passports sub-screen

- This sub-screen opens when View Previous Passports button is clicked in the Grant Application (work-on mode) screen
- List of previous as well as all past passports linked with the application is displayed in chronological order of issuance

PREVIOUS PASSPORTS				
SELECT ROW	PASSPORT NUMBER	APPLICANT NAME	DATE OF BIRTH	STATUS
<input checked="" type="radio"/>	B1123490	CHANDAN USHANK	15/10/1990	Dispatch Initiated
View Passport Details				
x Close				

Previous Passports sub-screen (*continued..*)

- Select the desired previous passport record by clicking the radio button displayed under Select Row column and click on the View Passport Details button to view the Passport Preview Details sub-screen.

PREVIOUS PASSPORTS

SELECT ROW	PASSPORT NUMBER	APPLICANT NAME	DATE OF BIRTH	STATUS
<input checked="" type="radio"/>	B1123490	CHANDAN USHANK	15/10/1990	Dispatch Initiated

View Passport Details

Passport Preview Details

भारत गणराज्य REPUBLIC OF INDIA

टाइप/Type P राष्ट्र कोड/CountryCode IND पासपोर्ट नं./PassportNo. B1123490

उपनाम/Surname
USHANK

दिया गया नाम/Given Name(s)
CHANDAN

राष्ट्रियता/Nationality INDIAN लिंग/Sex M जन्म तिथि/Date of Birth 15/10/1990

जन्म स्थान/Place of Birth
HATHSARGANJ

जारी करने का स्थान/Place of Issue
BIRMINGHAM

जारी करने की तिथि/Date of Issue समाप्ति की तिथि/Date of Expiry
28/09/2018 27/09/2028

पिता/कानूनी अभिभावक का नाम/Name of Father/Legal Guardian
FATHER

माता का नाम/Name of Mother
MOTHER

पति या पत्नी का नाम/Name of Spouse

पता/Address
LINE ONE

FFFF

पुराने पासपोर्ट का नं. और इसके जारी होने की तिथि एवं स्थान/Old Passport No with Date and Place of Issue

फाइल नं./File No.
UK1069000049218



Ranjeet Kaur

View Activity Trail sub-screen

- This sub-screen opens when View Activity Trail button is clicked in the Grant Application (work-on mode) screen
- The screen displays the chronological list of EO-VO-GO-Mission Head processing activities carried so far for the selected application

ACTIVITY TRAIL

FILE NUMBER

UK1079000081218

CREATED TIME

ACTIVITY

PERFORMED BY

10/10/2018 12:07

EO Task:Application Form Submitted

MISE030

10/10/2018 12:12

EO Task:Application Form Updated

MISE030

10/10/2018 12:13

EO Task:Sent To VO

MISE030

10/10/2018 12:20

VO Task:On Hold

MISVO30

10/10/2018 12:23

MissionHead Task:Verification On Hold Send to VO

MISHEAD30

10/10/2018 12:25

VO Task:Clear

MISVO30

10/10/2018 12:25


VO Task:Sent To GO

MISVO30

× Close

View All Remarks sub-screen

- This sub-screen opens when View All Remarks button is clicked in the Grant Application (work-on mode) screen
- The screen displays the chronological list of application processing remarks entered so far for the selected application by various roles' users who acted on the application

REMARKS			
FILE NUMBER	UK1079000081218		
REMARKS BY	USER ROLE	REMARKS	REMARKS DATE
MISEO30	EO	Okk	10/10/2018
MISEO30	EO	Okk	10/10/2018
MISVO30	VO	Escalating to Head of Consular Wing	10/10/2018
MISHEAD30	MissionHead	Opinion shared and sending back to VO	10/10/2018
MISVO30	VO	Completely Verified	10/10/2018
			

View Index Check Result

- Click on View button displayed besides the Index Check Result field in the Grant Application screen to view the matching records.

INDEX CHECK RESULT :

[VIEW](#)

[Clear](#)

PAC/POLICY CHECK RESULT :

[VIEW](#)

[Clear - No Match Found](#)

GRANTING STATUS*

☐ ON HOLD ☐ NOT CLEAR ☐ CLEAR



Name: Bipin Chandra, Male, 25

Father's Name: Suresh Chandra

Date of Birth: 21/12/1992

File Number: [UK1079000052418](#)

Mother's Name: Sandhya Chandra

Place of Birth: Lalpania, Bengaluru, Karnataka, India

Ranjeet Kaur

Photo	Matching Order	Applicant Name	Gender	Age	DOB	Father Name	Mother Name	POB	Passport Number	File Number	POI	DOI	PV	DRILS	Booklets
	CURRENT DETAILS	BIPIN CHANDRA	MALE	25	21/12/1992	SURESH CHANDRA	SANDHYA CHANDRA	LALPANIA	NA	UK1079000052418	NA	NA	NA	NA	NA

Potential And Likely Matches:17

	OLD PASSPORT	KANAK GUPTA	FEMALE	22	15/10/1995	ADESH	MOTHER	BENGALURU	J2123461	IT1079000062418 View Linked PCC	Milan	20/09/2018	NA		05
	↓	BIPIN CHANDRA	MALE	25	21/12/1992	SURESH CHANDRA	SANTI CHANDRA	LALPNAIA		BN1063591623118			NA		00
	↓	BIPIN CHANDRA	MALE	25	21/12/1992	SURESH CHANDRA	SAMRIDHI CHANDRA	UTTAM NAGAR	B0003150	BNGDF3591201115	Bangalore	17/03/2015	NA	Lost	02

View Index Check Result (continued..)

- GO users can escalate the file to Head-Consular if matching records are found and Head-Consular opinion is required to decide on Information Suppression case.

Index Check Status*	<input type="radio"/> Not Clear <input type="radio"/> Clear <input checked="" type="radio"/> On Hold	Impose Penalty <div>No</div>	Penalty List	Print Penalty Letter
Remarks* (Maximum limit is 500 characters)	<div>Ok</div>			
Submit	Send To EO	Escalate to Head-Consular		

HEAD-CONSULAR ESCALATION SCREEN

FILE NUMBER	UK1079000052418
APPLICANT NAME	BIPIN CHANDRA

SELECT	ESCALATION REASON
<input checked="" type="checkbox"/>	Index Check Matching hits found. Mission Head's opinion desired.
<input checked="" type="checkbox"/>	Application put on hold. Mission Head's opinion desired.
<input type="checkbox"/>	Others

[Submit & Escalate to Head-Consular](#)[× Close](#)

View Index Check Result (continued..)

- By selecting Index check status as 'On Hold' and Impose Penalty as Yes, GO users can impose penalty in case the event of suppression of any important information (like presence of an undeclared previous passport) is established.
- Click on Penalty Reason button to choose penalty reason and amount

Index Check Status*	<input type="radio"/> Not Clear <input type="radio"/> Clear <input checked="" type="radio"/> On Hold	Impose Penalty	Yes	Penalty List	Print Penalty Letter
Penalty Reason					
Penalty Amount	GBP	Penalty Status	N/A		
Remarks*	<input type="text" value="Ok"/>				
(Maximum limit is 500 characters)					
Submit		Send To EO		Escalate to Head-Consular	

PENALTY DETAILS

Select	Penalty Description	Penalty Code	Penalty Amount For Applicant (in GBP)
<input checked="" type="checkbox"/>	In case the applicants name has been endorsed on the parents passport and the applicant is less than 18 year old and while applying for a separate passport does not mention the fact that the name is endorsed in the parents passport. Note: Penalty is applicable only if the parents passport is not already expired.	PN01	<input type="text" value="50"/>
<input type="checkbox"/>	Applicants name has been endorsed on the parents passports and the applicant is more than 18 years old and while applying for a separate passport, does not mention the fact that his/her name is endorsed in the parents passports. Note: Penalty is applicable only if the parents passport is not already expired.	PN02	<input type="text"/>
<input type="checkbox"/>	Applicant had previously applied for a passport and the file was closed without issue of a passport or returned undelivered, and provided there is no change in the personal particulars and the applicant does not mention about the application made earlier.	PN03	<input type="text"/>
<input type="checkbox"/>	Applicants previous passport has expired and the information is not given.	PN04	<input type="text"/>

View Index Check Result (continued..)

- Select the Penalty Reason and enter corresponding penalty amount and click on Select and Return.
- Print the penalty Letter by clicking on the Print Penalty Letter button
- Click on Send to EO button to transfer the application flow to Enrolment Officer (EO) users for collection of Penalty amount from the applicant. The GO may also mention in Remarks in case any data modification is also required.

Index Check Status*	<input type="radio"/> Not Clear <input type="radio"/> Clear <input checked="" type="radio"/> On Hold	Impose Penalty <input type="button" value="Yes"/> Penalty List	<input type="button" value="Print Penalty Letter"/>
Penalty Reason	1. In case the applicants name has been endorsed on the parents passport and the applicant is less than 18 year old and while applying for a separate passport does not mention the fact that the name is endorsed in the parents passport. Note: Penalty is applicable only if the parents passport is not already expired.		
Penalty Amount	GBP 50	Penalty Status	<input type="button" value="Due"/>
Remarks* (Maximum limit is 500 characters)	<input type="text" value="Ok"/>		
<input type="button" value="Submit"/>	<input type="button" value="Send To EO"/>	<input type="button" value="Escalate to Head-Consular"/>	

GRANTING

FILE NUMBER *

ENTER FILE NUMBER

FILE SENT TO EO SUCCESSFULLY

View PAC/Policy Check Result

- Click on the View button displayed besides the PAC/Policy Check Result field in the Grant Application screen to view the matching records, if any

Name: BIPIN CHANDRA				File Number: UK1079000052418					
		Bipin Chandra, Male, 25		Father's Name: Suresh Chandra			Date of Birth: 21/12/1992		
Signature 		Mother's Name: Sandhya Chandra			Place of Birth: Lalpania, Bengaluru, Karnataka, India				
Current Details									
Photo	Matching Order	Applicant Name	Gender	Age	DOB	Father Name	Mother Name	POB	PAC/Policy
	CURRENT DETAILS	BIPIN CHANDRA	MALE	25	21/12/1992	SURESH CHANDRA	SANDHYA CHANDRA	LALPANIA	--
3 Matching Records found									
	↓	BIPIN CHANDRA	MALE	25	21/12/1992	SURESH CHANDRA			PAC Data
	↓	BIPIN CHANDRA	MALE	25	21/12/1992	SURESH CHANDRA			PAC Data

View PAC/Policy Check Result (continued..)

- GO user may escalate the case to Head-Consular for his/her instructions/guidance for further processing in case of any PAC/Policy match records by choosing PAC/Policy Check Status as 'On Hold', entering Remarks expressing the query, and clicking on the 'Escalate to Head-Consular' button

PAC/Policy Check Status*	<input type="radio"/> Not Clear <input type="radio"/> Clear <input checked="" type="radio"/> On Hold	Remarks* (Maximum limit is 500 characters)	Matching Records found . Escalate the file to Head mission
<input type="button" value="Submit"/>		<input type="button" value="Escalate to Head-Consular"/>	

GRANTING	FILE NUMBER *	<input type="text" value="ENTER FILE NUMBER"/>	<input type="button" value="Search"/>
APPLICATION ESCALATED TO HEAD OF CONSULAR WING SUCCESSFULLY			
POOLED WORK LIST			

Granting Status

GO User may choose the Granting Status as Clear, Not Clear or On Hold:

- If Not Clear is chosen – GO may Reject the application
- If On Hold is chosen – GO may either escalate to Head-Consular (for query) or send back the case to EO (for data/document corrections)
- If Clear is chosen - GO User may complete the Granting after selecting the Granting Decisions like Passport Validity (Countries/Years) (PTO)

GRANTING STATUS* : ☒ NOT CLEAR ☐ CLEAR ☐ ON HOLD

REMARKS* : ☐ OK ☒ PLEASE VERIFY ☐ OTHERS

Escalate to Head-Consular

Send to EO

Submit

Reject Application

GRANTING STATUS* : ☐ NOT CLEAR ☐ CLEAR ☒ ON HOLD

REMARKS* : ☐ OK ☐ PLEASE VERIFY ☐ OTHERS

Escalate to Head-Consular

Send to EO

Submit

Reject Application

Granting Status (continued..)

- If Granting status is chosen as 'Clear' - ECR Status and Passport Validity (duration and countries) is to be finalized by the GO
- Passport Validity duration can be chosen in terms of number of years/months (default: 10 years) or till a specific date
- Passport Validity in terms of list of countries can be chosen as 'All' (default, indicating passport will be valid for all countries), 'All Except Iraq/Israel/Taiwan, or Only for Iraq/Israel/Taiwan/Saudi Arabia
- Press Submit after making the Granting decision

GRANTING STATUS* : ☐ NOT CLEAR ☒ CLEAR ☐ ON HOLD

ECR STATUS* : ☐ ECR ☒ ECNR

PASSPORT VALIDITY (IN YEARS)* : ☒ 10 YEARS ☐ OTHERS

PASSPORT VALID FOR COUNTRIES* : ☒ ALL ☐ ALL EXCEPT ☐ ONLY

REMARKS* : ☒ OK ☐ PLEASE VERIFY ☐ OTHERS

Escalate to Head-Consular

Send to EO

Submit

Reject Application


Granting Status (continued..)

- In case of Reissue application, the 'Grant Application and Cancel Old Passport' sub-screen, displaying details of current and previous passport, is displayed.
- GO must choose the correct old passport record to confirm that the same is being physically cancelled by him/her as part of granting of the new (current) application
- Passport printing will be initiated and old passport number will be cancelled in the system as soon as Granting is done

Grant Application and Cancel Old Passport

Name: GURWINDER SINGH WALIA

File Number: UK2074111423418

Select	Photo	Applicant Name	Age	DOB	Father Name	Mother Name	POB	Passport Number	File Number	POI	DOI	PV	Passport Status
Current Details		GURWINDER SINGH WALIA	40	24/07/1978	HARJINDER SINGH WALIA	MANPREET KAUR	MANSAWAL	NA	UK2074111423418	NA	NA	NA	NA

Details for previous passport number : B5007770 does not exist in PSP system

Submit

Close

GRANTING

FILE NUMBER *

ENTER FILE NUMBER

Search

FILE SENT FOR PRINTING SUCCESSFULLY.

**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
