


Global PSP Project for Indian Embassies and Consulates Quick Guide – Verification Officer (VO) 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 'VO'
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="TRNMH002"/></td></tr><tr><td colspan="2"><input type="button" value="Submit"/></td></tr></table>	User ID*	<input type="text" value="TRNMH002"/>	<input type="button" value="Submit"/>	
User ID*	<input type="text" value="TRNMH002"/>				
<input type="button" value="Submit"/>					

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

Verify Application screen

- Verify Application screen displays the Pooled and Claimed Work-items' list.
- Items displayed in Pooled Work list can be claimed for processing by any VO user in the respective Mission/Post (visible to all VO users).
- Items displayed in Claimed Worklist can be processed by the logged in VO user only (not visible to other VO users)

Verify Application -
[Search Application](#)

Welcome: MISVO10 Last Login Time: 08/10/2018 13:20:57 Credential Expires: 15/10/2018 11:21:01

[Contact Us](#) | [Logout](#)

VERIFICATION

FILE NUMBER *

POOLED WORK LIST

☒ ALL ☐ FRESH ☐ REISSUE

One item found.1

SELECT	FILE NUMBER	APPLICANT NAME	SERVICE TYPE	SCHEME TYPE
<input type="radio"/>	UK1079000079418	YUSUF AHMAD	REISSUE	TATKAAL

CLAIMED WORK LIST

2 items found, displaying all items.1

SELECT	FILE NUMBER	APPLICANT NAME	SERVICE TYPE	SCHEME TYPE
<input type="radio"/>	UK1069000059018	SAHIL MANCHANDA	FRESH	NORMAL
<input type="radio"/>	UK1079000077218	MAHATMA GANDHI	REISSUE	NORMAL

Verify Application screen (continued..)

1. Select a file in the Pooled or Claimed worklist by clicking the radio button under 'Select' column.
2. Click on the Claim button.

VERIFICATION

FILE NUMBER *

ENTER FILE NUMBER

Search

POOLED WORK LIST

☒ ALL ☐ FRESH ☐ REISSUE



One item found.1

SELECT	FILE NUMBER	APPLICANT NAME	SERVICE TYPE	SCHEME TYPE
<input checked="" type="radio"/>	UK1079000079418	YUSUF AHMAD	REISSUE	TATKAAL

Claim

View Application Details sub-screen

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

		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
SERVICE REQUIRED				
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		
APPLICANT DETAILS				
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)/spouse, a government servant?		N		
Educational Qualification		BETWEEN 8TH AND 9TH STANDARD		
Are you eligible for Non-ECR category?		N		
FAMILY DETAILS				
Father's Name		NEYAZ AHMAD		
Mother's Name		ZAMILA KHATOON		
PASSPORT PRINTABLE ADDRESS DETAILS				
To be printed on passport		W12/34, WAHAD APARTMENT, BENGALURU, CENTRAL, BENGALURU, KARNATAKA		
PIN		560001		
Country		INDIA		
Mobile/Tel No.		8798948947894 / 4548684868		
E-mail		YUSUF.AHMAD@TCS.COM		
OTHER ADDRESS DETAILS				
Address		Y657/45, JAMIA APARTMENT, HUIBBAL, BENGALURU, CENTRAL, BENGALURU, KARNATAKA		
PIN		560001		
Country		INDIA		
Mobile/Tel No.		8494564564		

Previous Passports sub-screen

- This sub-screen opens when View Previous Passports button is clicked in the Verify 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 Verify 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	MISEO30
10/10/2018 12:12	EO Task:Application Form Updated	MISEO30
10/10/2018 12:13	EO Task:Sent To VO	MISEO30
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 Verify 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	UK1079000079418		
REMARKS BY	USER ROLE	REMARKS	REMARKS DATE
MISEO10	EO	Submitted for Verification of Documents	09/10/2018
× Close			

Verify Application screen (continued..)

Separate buttons are provisioned in the Verify Application (work-on mode) screen to execute the following actions on the application:

1. Edit Application – to make changes in the data
2. Reject Application – to reject the application and stop further processing
3. Send Back to Enrolment Officer for correction in data/documents
4. Escalate to Head of Consular (Role: MissionHead)
5. Send to Granting Officer – to confirm successful verification of documents

Send To EO Pool

Send To GO

Escalate to Head of Consular Wing







Reject Application

Edit Application Form

1. Verify Application → Edit Application Form screen

- Click on Edit Application Form button on Verify Application screen
- Click on Edit Form button to enable the Application Form for editing
- After editing required details, click on the Submit Form button to save the changes

ARN	18-2040000056	File Number	UK2074111418618	Type	Walkin
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 Capture Photo/Sign	 View Draft	 Fee Payment	 Submit Form	 Print Receipt	 View/Upload Docs
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EO.1.0

1. Service Required

1.1 Applying for ^{*} ☐ Fresh Passport ☒ Re-issue of Passport

If re-issue, specify reason(s)


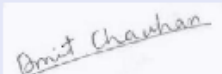
☐ Validity Expired within 3 years/ Due to Expire ☐ Exhaustion of Pages ☒ Validity Expired more than 3 years ago

☐ Lost Passport ☐ Change in Existing Personal Particulars ☐ Damaged Passport

1.2 Type of Application ^{*} ☒ Normal ☐ Tatkaal

1.3 Type of Passport Booklet ^{*} ☒ 36 Pages ☐ 60 Pages

1.4 Validity Required ☐ 10 years ☐ Up to age 18 (For minors between 15 and 18 years)



Signature/Left Hand Thumb Impression of applicant

2. Applicant Details

2.1 Applicant's Given Name followed by Middle Name, if any ^{*} Surname

2.2 Are you known by any other names (aliases)? ^{*} ☐ Yes ☒ No

2.3 Have you ever changed your name? ^{*} ☐ Yes ☒ No

2.4 Date of Birth (DD-MM-YYYY) ^{*} - - 2.5 Place of Birth (Village or Town or City) ^{*}

2. Verify Application → Reject Application screen

- Select Verification Status to 'Not Clear' on Verify Application screen
- Enter Remarks and Click on Reject Application button.
- Select the Rejection Reason and Rejection Remarks.
- Click on Submit to complete rejection of the application.

SELECT VERIFICATION STATUS *: ☐ CLEAR ☒ NOT CLEAR ☐ ON HOLD

REMARKS *

Send To EO Pool Send To GO Escalate to Head of Consular Wing **Reject Application**

REJECTION REASON SCREEN

FILE NUMBER

UK1079000079418

APPLICANT NAME

YUSUF AHMAD

SELECT

REJECTION REASON



The applicant may or is likely to engage outside India in activities prejudicial to the sovereignty and integrity of India.



The departure of the applicant from India may or is likely to be detrimental to the security of India.

REJECTION REMARKS*

Not ok ▼

Submit And Reject the Application

3. Verify Application → Send Back file to Enrolment Officer (EO)

- Select Verification Status to 'On Hold' on Verify Application screen
- Enter Remarks and Click on 'Send to EO Pool' button. The file will start reflecting in EO role users' Pooled worklist

LAST REMARKS BY (TRNV0001) : OK [view all remarks](#)

SELECT VERIFICATION STATUS * : ☐ CLEAR ☐ NOT CLEAR ☒ ON HOLD

REMARKS *

[Manifest File](#)

[Send To EO Pool](#) [Send To GO](#) [Escalate to Head of Consular Wing](#) [Reject Application](#)

[Edit Application Form](#)

Verify Application -
Search Application

FILE SENT TO EO SUCCESSFULLY.

VERIFICATION **FILE NUMBER *** [Search](#)

POOLED WORK LIST

☒ ALL ☐ FRESH ☐ REISSUE
No Result Found

CLAIMED WORK LIST

2 items found, displaying all items.1

SELECT	FILE NUMBER	APPLICANT NAME	SERVICE TYPE	SCHEME TYPE
<input type="radio"/>	UK1069000059018	SAHIL MANCHANDA	FRESH	NORMAL
<input type="radio"/>	UK1079000079418	YUSUF AHMAD	REISSUE	TATKAAL

[Work On](#) [Unclaim](#) [Refresh](#)

4. Verify Application → Escalate to Head of Consular Wing

- Select Verification Status to 'On Hold' in Verify Application screen
- Enter Remarks and click on 'Escalate to Head of Consular Wing' Button.
- Select the Escalation Reason and click on 'Submit and Escalate to Head-Consular' Button.

LAST REMARKS BY (TRNV0001) : OK [view all remarks](#)

SELECT VERIFICATION STATUS * : ☐ CLEAR ☐ NOT CLEAR ☒ ON HOLD

REMARKS *

[Manifest File](#)

[Send To EO Pool](#) [Send To GO](#) [Escalate to Head of Consular Wing](#) [Reject Application](#)

[Edit Application Form](#)

Verify Application [Search Application](#)

APPLICATION ESCALATED TO HEAD-CONSULAR SUCCESSFULLY

VERIFICATION **FILE NUMBER *** [Search](#)

POOLED WORK LIST

☒ ALL ☐ FRESH ☐ REISSUE

No Result Found

CLAIMED WORK LIST

One item found.1

SELECT	FILE NUMBER	APPLICANT NAME	SERVICE TYPE	SCHEME TYPE
<input type="radio"/>	UK1079000079418	YUSUF AHMAD	REISSUE	TATKAAL

[Work On](#) [Unclaim](#) [Refresh](#)

4. Verify Application → Send to Granting Officer

- Select Verification Status to 'Clear' .
- Enter Remarks and Click on 'Send To GO' Button.

LAST REMARKS BY (TRNVO001) : OK

[view all remarks](#)

SELECT VERIFICATION STATUS * : ☒ CLEAR ☐ NOT CLEAR ☐ ON HOLD

REMARKS *
All details are OK.

[Manifest File](#)

[Send To EO Pool](#) [Send To GO](#) [Escalate to Head of Consular Wing](#) [Reject Application](#)

[Edit Application Form](#)

Verify Application -
Search Application

FILE SENT TO GO SUCCESSFULLY.

VERIFICATION

FILE NUMBER * [Search](#)

POOLED WORK LIST

☒ ALL ☐ FRESH ☐ REISSUE
No Result Found

CLAIMED WORK LIST

No Result Found

**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
