

Website : Passport Seva

Good User Interface :

1. Comprehensive Information Availability

The website offers extensive details about passport application procedures, required documents, and related services, ensuring users can access necessary information without additional searches.

Before You Apply

Information Corner	Forms and Affidavits	Document Advisor	Feedback and Grievance
Getting Started	Tatkaal Passports New!		
FAQs	Appointment Availability Status New!		
Passport Act and Rules	Fee Calculator		
Quick Guides	Know your Police Station		
Instructions Booklet	Locate Passport Seva Kendra		
Locate Common Service Centers	Public Advisory		
Caution for Public	Normal/Tatkaal appointment opening time New!		

2. Multilingual Support

Providing content in multiple languages caters to a diverse user base, enhancing accessibility for non-English speakers.

Sunday, March 02, 2025 | 11:56:50 AM

मुख्य सामग्री पर जाएँ | स्क्रीन रीडर का उपयोग | साइटमैप | होम A- A+ English



Passport Seva
PSP Division
Ministry of External Affairs, Government of India



होम हमारे बारे में पासपोर्ट कार्यालय आर टी आई नागरिक चार्टर हमसे संपर्क करें नया क्या है

विदेश मंत्रालय के अंतर्गत आरपीओ पटना द्वारा 12 से 14 फरवरी, 2025 तक "समाहरणालय, जिला मजिस्ट्रेट कार्यालय, पूर्णिया -845301" में पूर्णिया, बिहार के लोगों के लिए

नया उपयोगकर्ता पंजीकरण

मोबाइल उपयोगकर्ता लॉगिन

नियुक्ति की उपलब्धता जाँचे

आवेदन की स्थिति जाने

Passport – Process Simplification



Benefiting citizens applying for a passport by streamlining, liberalizing and easing out the process of Passport issuance

राष्ट्रीय कॉल केंद्र
1800-258-1800

पासपोर्ट कार्यालय पृष्ठ
Passport Office

मिशन/पोस्ट पेज
Region/Country

आधिकारिक उपयोगकर्ता के लिए लॉगिन


आवेदन करने से पहले

सूचना कॉर्नर	फॉर्म एवं शपथ पत्र	दस्तावेज़ सलाहकार	प्रतिक्रिया और शिकायत
स्वागत संदेश	तत्काल पासपोर्ट नया!		
पूछे जाने वाले प्रश्न	नियुक्ति की उपलब्धता की स्थिति नया!		
पासपोर्ट अधिनियम और नियम	शुल्क गणक		
चरित गाइड	अपना पुलिस स्टेशन जानें		
निर्देश पुस्तिका	पासपोर्ट सेवा केन्द्र की जानकारी		
कॉमन सर्विस सेंटर की जानकारी	लोक सलाहकार		

3. Dedicated Sections for Different User Groups:

Separate sections for various user categories (e.g., individuals, official users) streamline navigation, allowing users to quickly find relevant information.

National Call Centre

 1800-258-1800

Passport Office Page

----- Passport Office ----- ▼

Mission/Post Page

----- Region/Country ----- ▼


Login for Official Users

----- Official Users ----- ▼

4. Steps to Apply

The 'Steps to Apply' section provides users with a clear and structured guide, allowing them to easily apply for various online services, including Ordinary Passports, Diplomatic/Official Passports, Police Clearance Certificates, and more.

Steps to Apply

Online Services	
	Ordinary Passport
	Diplomatic/ Official Passport
	Police Clearance Certificate
	Identity Certificate
	Surrender Certificate
	Background Verification for GEP
	LoC Permit

5. Regular Updates and Notices:

The "Notices and Updates" section keeps users informed about the latest news and circulars, ensuring transparency and up-to-date information

Notices and Updates

Latest News Circular

- Normal/Tatkaal appointment opening time **New**
- Message from EAM on Passport Seva Divas (English) **New**
- Press release regarding PCC Appointment availability in POPSKs **New**
- For all PSKs under jurisdiction of RPO Vijayawada and Vishakhapatnam, normal appointments booked for 08.06.2022, 15.06.2022 & 22.06.22 have been postponed due to special PCC drive being conducted by RPO. Please refer RPO page for more details. **New**
- RFP for selection of implementation agency for Strategic Control Team for Passport Seva Programme **New**
- Applicants can book the appointments to the nearest Operational PSK/POPSK as per the attached schedule (Operational [PSK](#) and [POPSK](#) List.) **New**
- List of Indian Missions/Post Integrated with Passport Seva System **New**
- Press release regarding temporary Suspension of Operations at PSK Kottayam **New**
- Tender for selection of multiple banks to provide Payment Gateway Services for collection of revenue **New**

More >>

Bad User Interface :

1. Overwhelming Homepage Layout

The homepage presents an abundance of information and links, which can be overwhelming for users, making it challenging to focus on primary tasks.

Sunday, March 02, 2025 | 12:04:58 PM Skip to main content | Screen Reader Access | Sitemap | Home | A- A+ हिंदी

Passport Seva
PSP Division
Ministry of External Affairs, Government of India

Passport Seva Service Excellence

Home About Us Passport Offices RTI Citizens' Charter Contact Us What's New Search...

Ministry of External Affairs. Applicants may book appointments online for Passport Seva Mobile Van on or after 31st January 2025

Passport - Post Office PSKs
More than 430+ operational
Joining hands with the department of Posts to deliver Passport Services from post offices to expand the reach

National Call Centre
1800-258-1800

Passport Office Page
Passport Office

Mission/Post Page
Region/Country

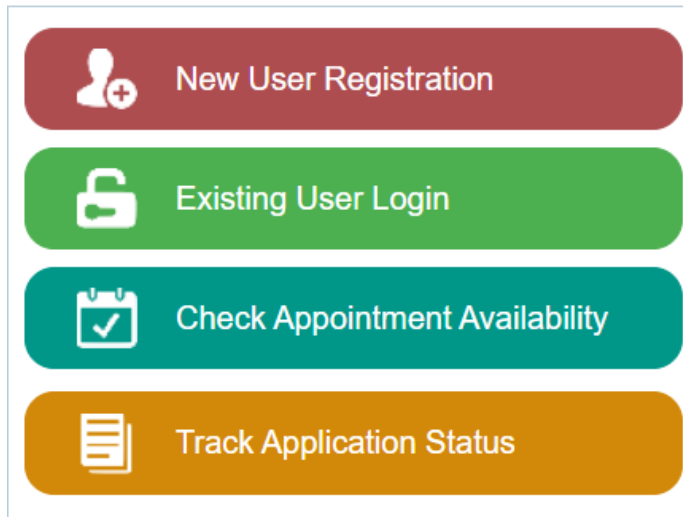
Login for Official Users
Official Email

Before You Apply

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Locate Common Service Centers	Public Advisory		

2. Inconsistent Color Scheme:

The use of colors for action buttons, such as "New User Registration" in red and "Existing User Login" in green, may confuse users, as red typically signifies warnings or errors



3. Lack of Proper Alignment and Spacing

The form fields and labels are not well-aligned, making it harder for users to follow the input fields. Proper spacing and alignment would improve readability and usability.

Register to apply at*

☐ CPV Delhi ☒ Passport Office

Select the 'CPV Delhi' option to apply for Diplomatic/Official passport at Consular, Passport and Visa (CPV) division, Delhi.

Passport Office* (As per Present Residential Address)

Given Name (Max 45 Characters)*

Surname (Max 45 Characters)

Date of Birth (DD/MM/YYYY)*

E-mail Id (Max 35 Characters)*

Do you want your Login Id to be same as E-mail Id? ☐ Yes ☒ No

Login Id* [Check Availability](#)

Password* [Password Policy](#)

Confirm Password*

Hint Question*

Hint Answer*

Enter Characters Displayed*

[76LIR4](#)

[Register](#) [Clear](#)

4. Dropdown Selection Issue & Non-Descriptive "Go" Button

- The default value of the dropdown is "----- Select -----", which is not user-friendly. It should instead say "Select Country/Region" to clarify its purpose.
- The button label "Go" is too vague. It should be more specific, like "Find Missions" or "Search Embassy."

You are here : [Home](#) > [Passport Offices](#) > [Mission/Post Abroad](#)

Mission/Post Abroad

Fields marked with asterisk (*) are mandatory

Region/Country*

Select a Country

[Go](#)

5. Poor Contrast & Readability & Unclear Visual Hierarchy

- The gray background with black text makes reading difficult.
- Improvement: Use a white background with black text for better contrast or add a soft-colored background with clear section dividers.
- The **steps are numbered but not well-differentiated** from their descriptions.

Online Form Submission

Step 1	Register through the Passport Seva Online Portal. (Click on "Register Now" link on the Home Page).
Step 2	Login to the Passport Seva Online Portal with the registered Login Id.
Step 3	<p>Click "Apply for Fresh Passport/Re-issue of Passport" link. While applying under Fresh Issuance category - please make sure you never held a Passport of the applied category (i.e. Ordinary Passport, Diplomatic Passport or Official Passport) in the past.</p> <p>For instance, if you ever held an Ordinary passport (Deep Blue colour) in the past but never held any Diplomatic (maroon colour) or Official (white colour) passport - you need to apply under Reissue category if applying for an Ordinary Passport while choose the Fresh category if applying for a Diplomatic or Official passport. Similarly, if you have/held a Diplomatic (or Official) Passport but do not have/held an Ordinary Passport - you need to apply for Ordinary Passport under Fresh category while choose the Reissue category if applying for Diplomatic (or Official) passport.</p>
Step 4	Fill in the required details in the form and submit.
Step 5	<p>Click the "Pay and Schedule Appointment" link on the "View Saved/Submitted Applications" screen to schedule an appointment.</p> <p>Online Payment has been made mandatory for booking appointments at all PSK/POPSK/PO. Online Payment can be made using any one of the following modes:</p> <ul style="list-style-type: none">◦ Credit/Debit Card (MasterCard and Visa)◦ Internet Banking (State Bank of India (SBI) Associate Banks and Other Banks)
Step 6	<p>Click the "Print Application Receipt" link to print the application receipt containing Application Reference Number (ARN)/Appointment Number.</p> <p>Note: Carrying printout of Application Receipt is no longer required. An SMS with your appointment details is also accepted as proof of appointment during your visit to Passport Office.</p>
Step 7	Visit the Passport Seva Kendra (PSK)/Regional Passport Office (RPO) where appointment has been booked, along with original documents.

App : Taskito

Good User Interface:

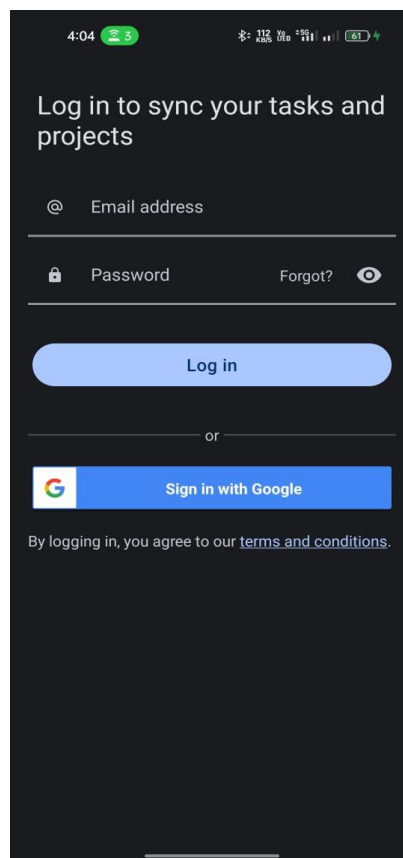
1. Easy-to-Recognize Icons and Actions

- The **email** and **password** fields have appropriate icons, making it intuitive for users.
- The **eye icon** for password visibility toggle is helpful for users to check their input.

Bad User Interface:

1. Improving Login Page Usability and Branding

The login page should include a logo at the top for brand identity and recognition. Additionally, the "Forgot Password" option should be placed below the "Log in" button, making it more noticeable and easily accessible for users who need to reset their password



Good User Interface:

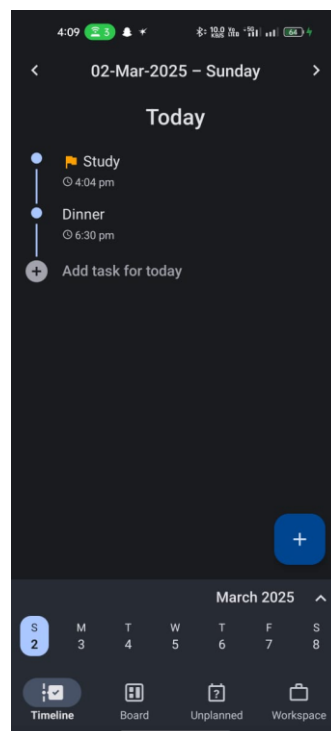
2. Easy Task Management & Multiple Viewing Options

- The "+ Add task for today" option encourages users to add new tasks effortlessly.
- The floating "+" button in the bottom right provides quick access to add new tasks.

Bad User Interface:

2. Poor Contrast for Readability & Enhancing Task Priority Visibility

- The dark background with grey text makes it slightly difficult to read.
- The color alone should not define the priority of a task. Instead, give the text higher priority by using the given color, making it easier for users to recognize task importance at a glance.



Good User Interface:

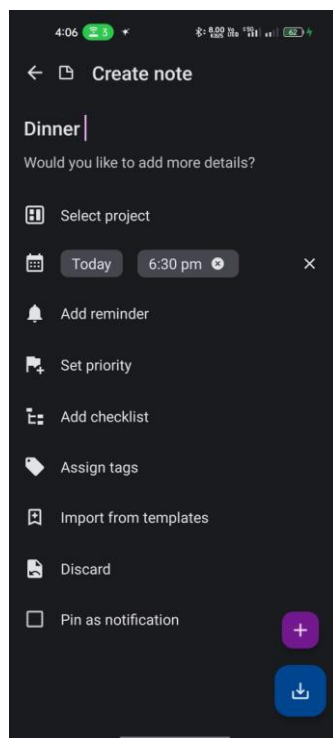
3. Minimalistic and Clean Design & Dark Mode for Better Readability

- The UI follows a simple and distraction-free approach, making it easy to focus on tasks.
- The dark theme is beneficial for reducing eye strain, especially for night-time use.

Bad User Interface:

3. Unclear Call-to-Action (CTA) Buttons

- The save/download button at the bottom right is not labeled, which may confuse users about its function.
- A clear label like "Save Note" would improve usability.



Good User Interface:

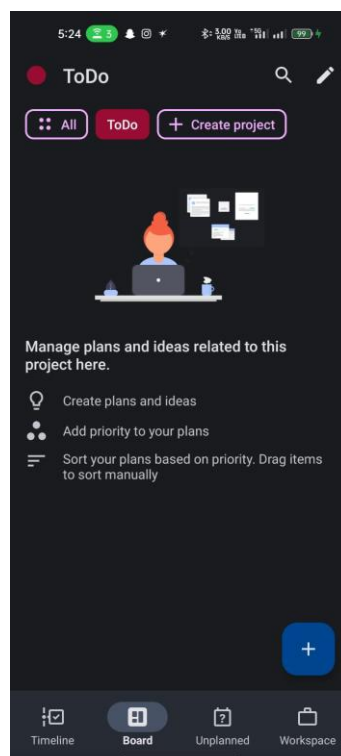
4. Clear Categorization of Tasks & Helpful Onboarding Text & Icons

- The top navigation allows users to filter between "All", "ToDo", and "Create Project" easily.
- The "ToDo" category is highlighted in red, making it stand out.

Bad User Interface:

4. Unclear Differentiation Between "ToDo" and "All" Buttons & "Create Project" Button Design

- The "All" and "ToDo" buttons look very similar, which may cause confusion.
- The "Create Project" button has a purple outline, which feels inconsistent with the theme.



Good User Interface:

5. Clear Section Titles & Icons & Smooth Navigation Bar

- The "Tasks Completed" section at the top gives users a quick overview of their productivity.
- Each menu item (e.g., Upgrade to Premium, Import Calendar, Repeating Tasks, etc.) has a clear icon and label, making it easy to understand.
- The **bottom navigation bar** provides easy access to **Timeline, Board, Unplanned, and Workspace** sections.
- The **current section (Workspace) is highlighted**, helping users understand their location in the app.

Bad User Interface:

5. Lack of Actionable Buttons for Productivity Features

- Sections like "Import Calendar, Repeating Tasks, Reminders, Notes, and Tags" are just text without clear actions

