



PASSPORT VERIFICATION

USER MANUAL FOR ENQUIRY OFFICER [EO]

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SUMMARY

Note:

The Enquiry Officer (EO)/DIO uses two platforms for collecting applicant documents during field work:

1. The **Web Portal**
2. The **Mobile Application (APK)**.

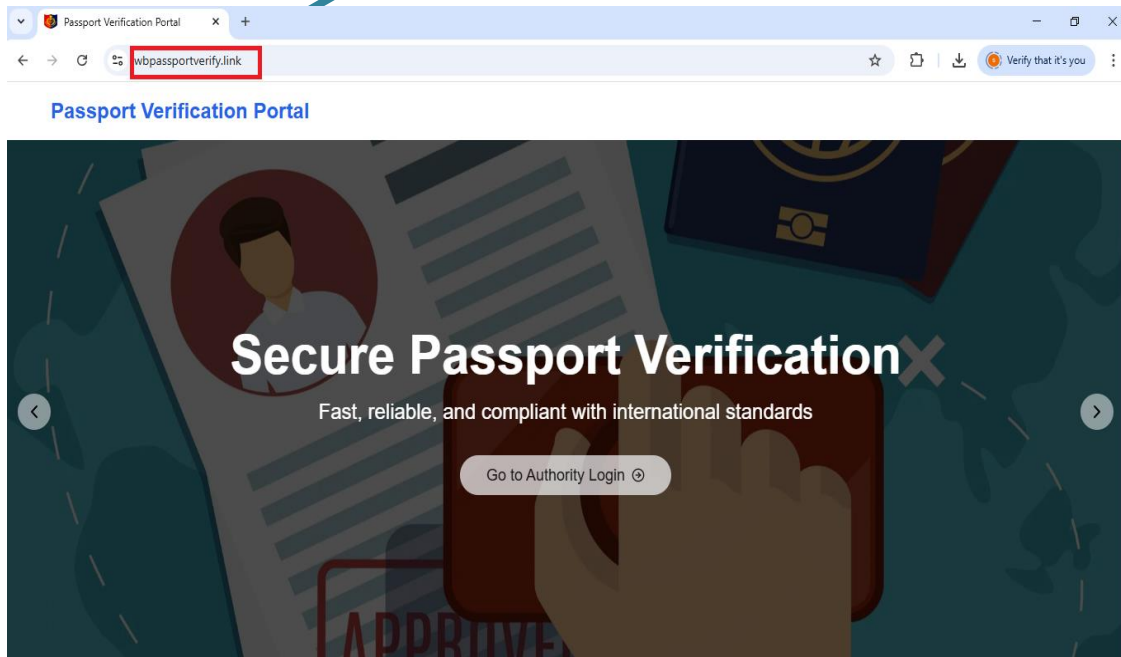
These tools are used to facilitate efficient to document collecting fro applicant in the field. The mobile application allows for document collecting updates and uploads, ensuring timely processing in the enquiry process.

WEB PORTAL

- **Landing Page**: This is the Landing page of the “Passport Verification” Web Portal.

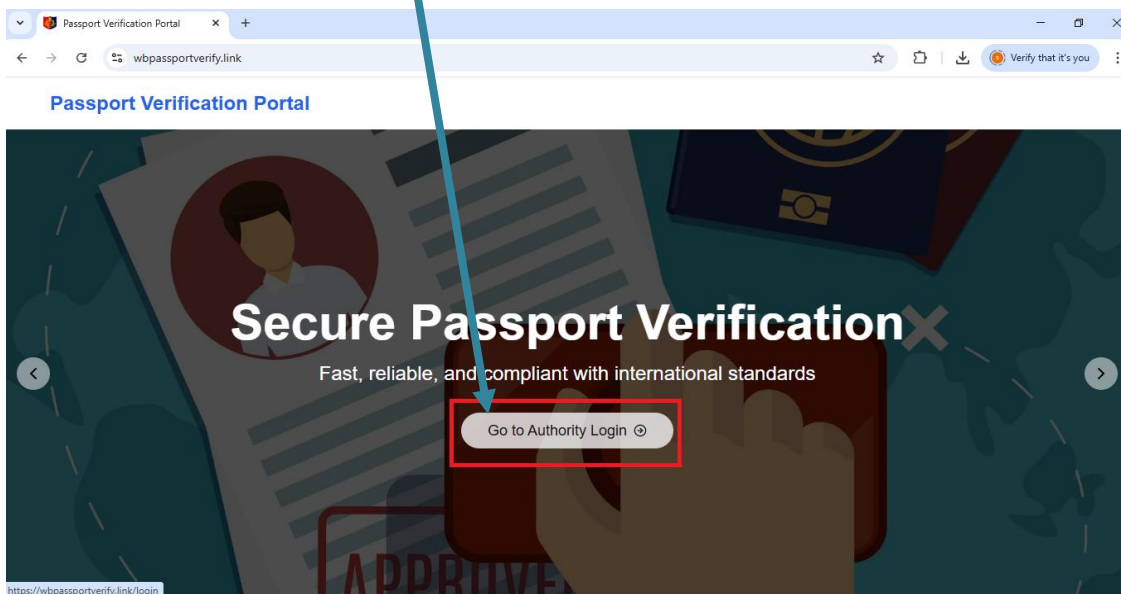
STEP:1

At first type in Google URL: <https://wbpassportverify.link/> page open given below:



STEP: 2

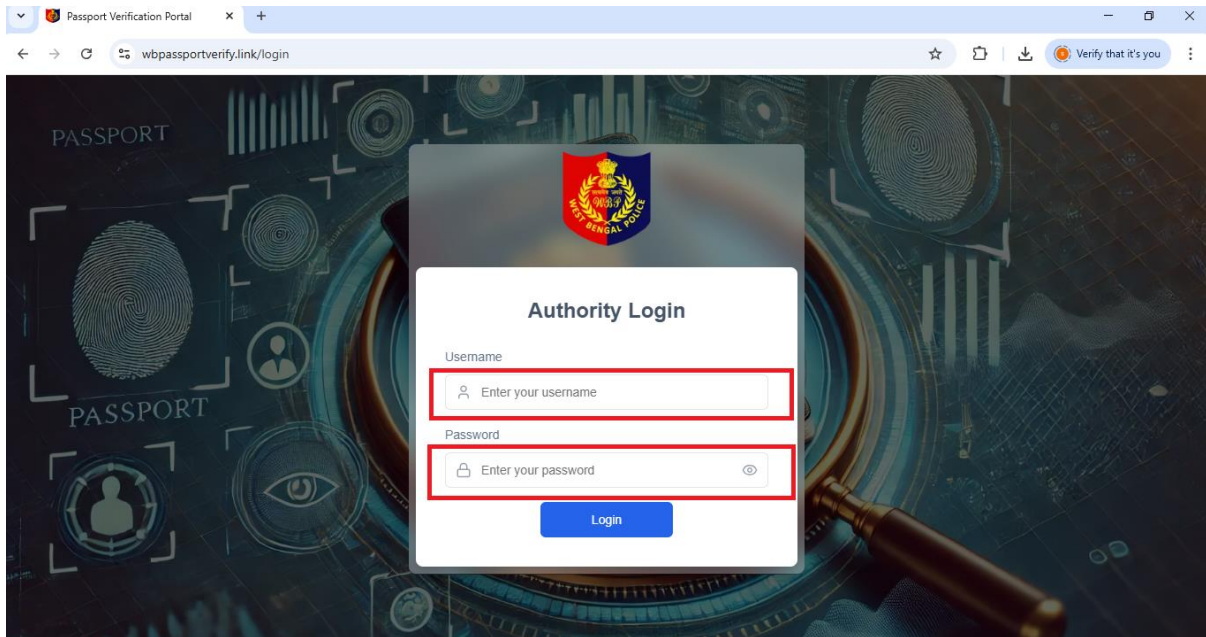
Then Click on “Go to Authority Login”.



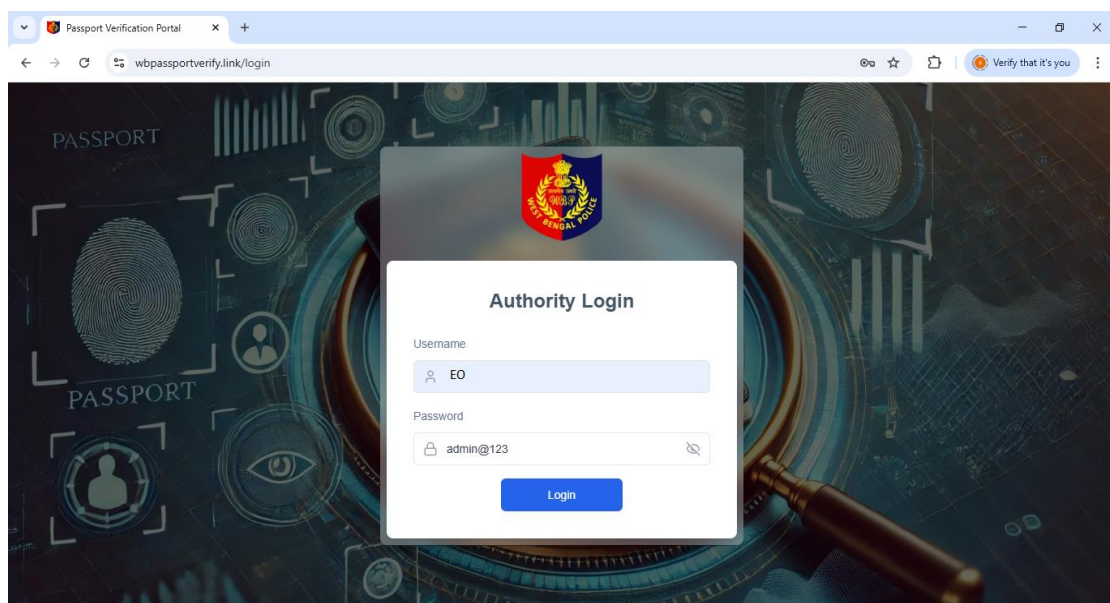
- **Login Page**

STEP: 3

After Clicking on “Go to Authority Login” the “Authority Login” page will appear. This is the Login page, where authorized users can login their Username and Password (a sample image is provided below). Upon successful login, the user will be redirected to dashboard (EO/DIO).

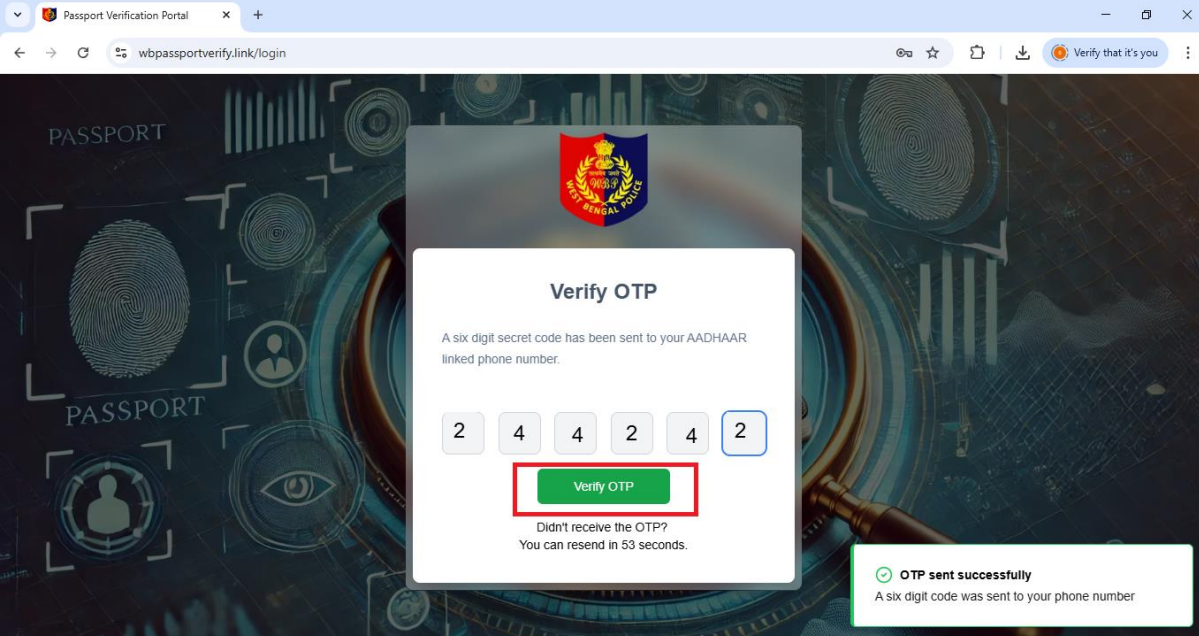


SAMPLE IMAGE:



STEP: 4

After entering your OC/IC Username and password, a six digit secret code will be sent to your Aadhar linked phone number. After enter the six digit secret code to verify the OTP. Upon successful verification, the dashboard for authorized users will be displayed.



The screenshot shows a web browser window with the address bar displaying "Passport Verification Portal" and the URL "wbpassportverify.link/login". The page features a dark background with a collage of security-related icons including fingerprints, passports, and an eye. In the center, a white modal box titled "Verify OTP" contains the text: "A six digit secret code has been sent to your AADHAAR linked phone number." Below this text is a row of six input fields containing the digits "2", "4", "4", "2", "4", and "2". The last field, containing "2", is highlighted with a blue border. A green button labeled "Verify OTP" is positioned below the input fields and is highlighted with a red rectangular border. Underneath the button, it says "Didn't receive the OTP? You can resend in 53 seconds." In the bottom right corner of the modal, there is a green notification box with a checkmark icon, stating "OTP sent successfully" and "A six digit code was sent to your phone number".

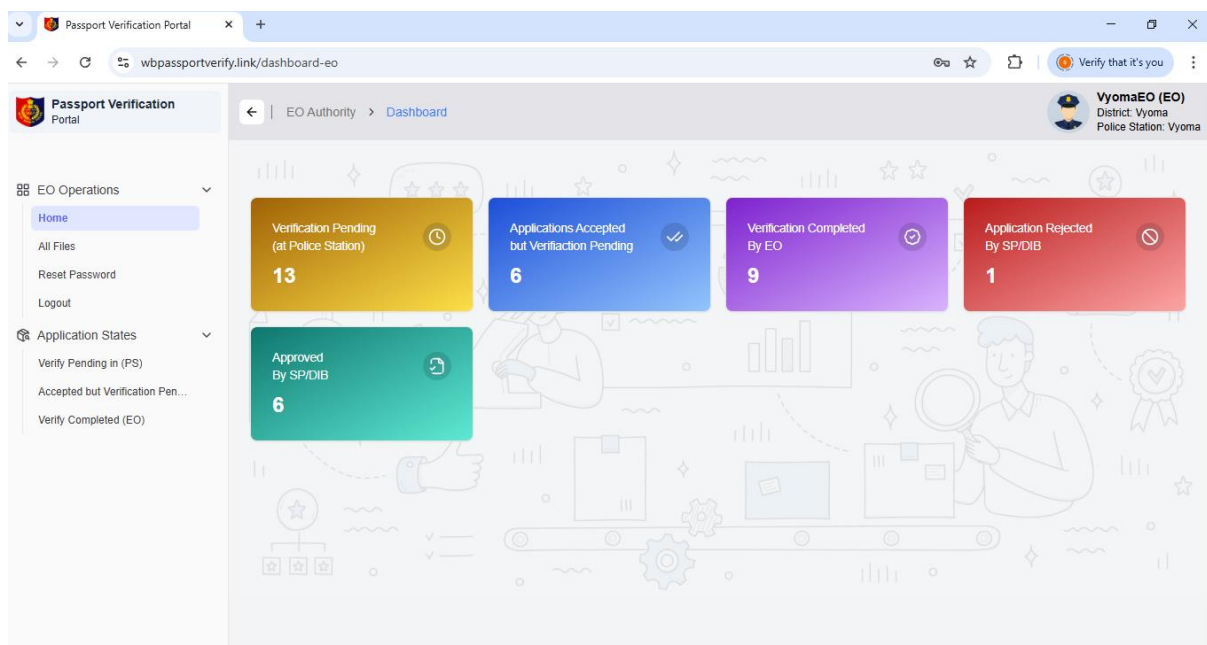
STEP: 5

Dashboard For Enquiry Officer (EO/DIO):

After successfully logging into EO/DIB web portal, the EO/DIO will be directed to their dashboard, where they will see five summary cards displaying the status of applications.

The five cards displayed on the dashboard are:

- Verification Pending (at Police Station);
- Application accepted but verification pending;
- Verification Completed by EO;
- Application Rejected by SP/DIB;
- Approved by SP/DIB



STEP:6

- **Verification Pending at Police Station:**

The **Enquiry Officer (EO)** can view the total number of applicants pending at the respective Police Station. To begin, click on the **"Accept Application"** button.

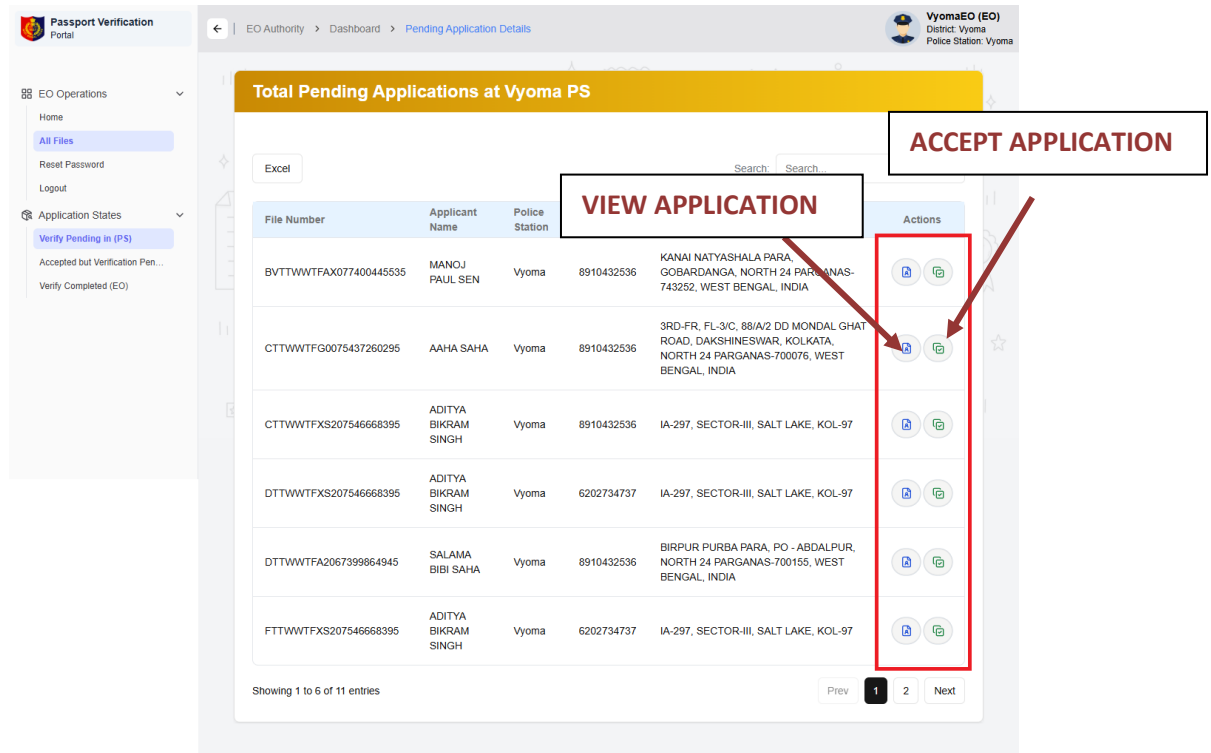


Image: 1

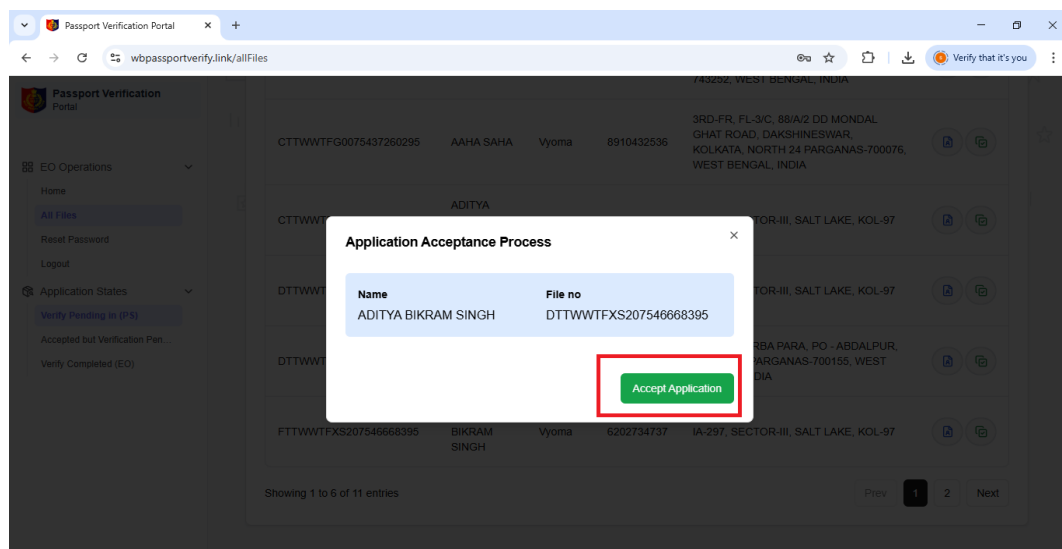


Image: 2

- A new page titled "**Application Acceptance Process**" will open.
- On this page, click the "**Accept Application**" button again to confirm the acceptance.

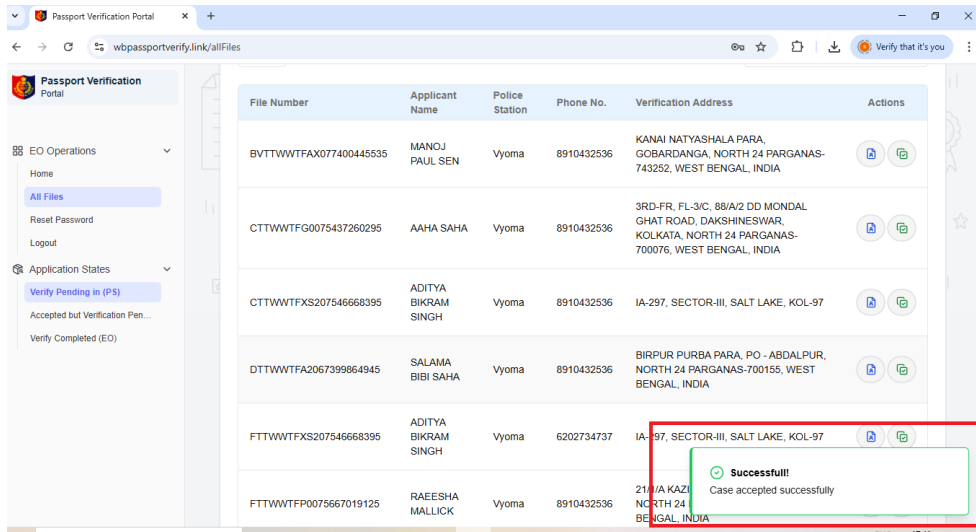


Image: 3

A confirmation message will appear: "**Successfully – Case Accepted Successfully.**"

Note:

After clicking the "**Accept Application**" button, two actions will automatically take place:

1. An **SMS/message** will be automatically sent to the applicant's registered mobile number, informing them about the application status.
2. The **Mobile Application (APK)** will be activated for the Enquiry Officer, enabling them to begin document collection during fieldwork.

MOBILE APPLICATION

This mobile application is used exclusively by the **Enquiry Officer** for field work. These tools help facilitate efficient document collection from applicants during field visits. The mobile application enables real-time document collection, updates, and uploads, ensuring timely processing throughout the enquiry process.

Mobile Application Apk



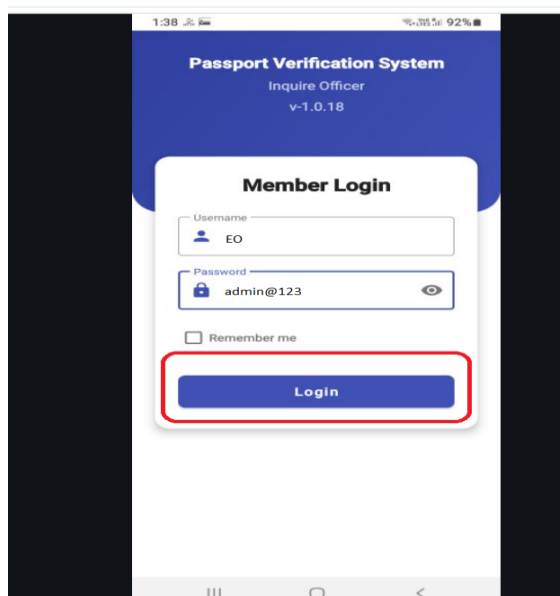
PVS_V_1.0.19.apk

PROCESS OF USING MOBILE APPLICATION :

- i. Please install this mobile application on your phone.
- ii. Click on View button.

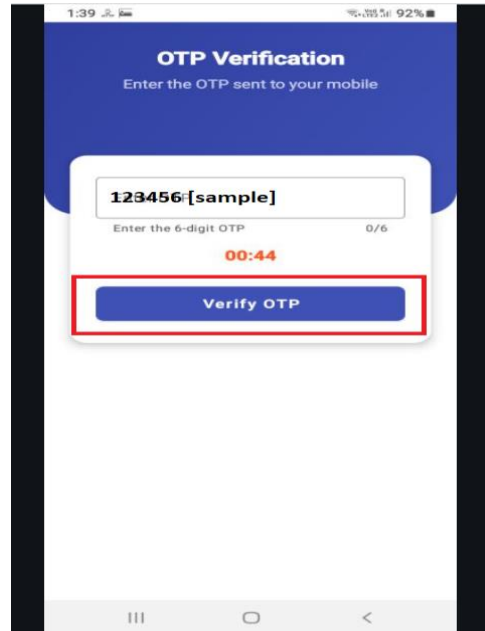
STEP:1

For EO/DIO, the same mobile number is used as the User Id and password (admin@123)



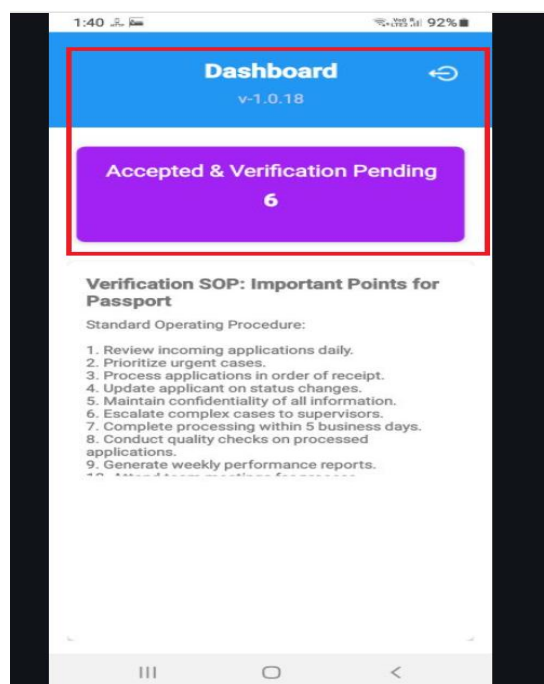
STEP:2

After entering your EO/DIO Username and password, a six digit secret code will be sent to your Aadhar linked phone number. After enter the six digit secret code to verify the OTP.



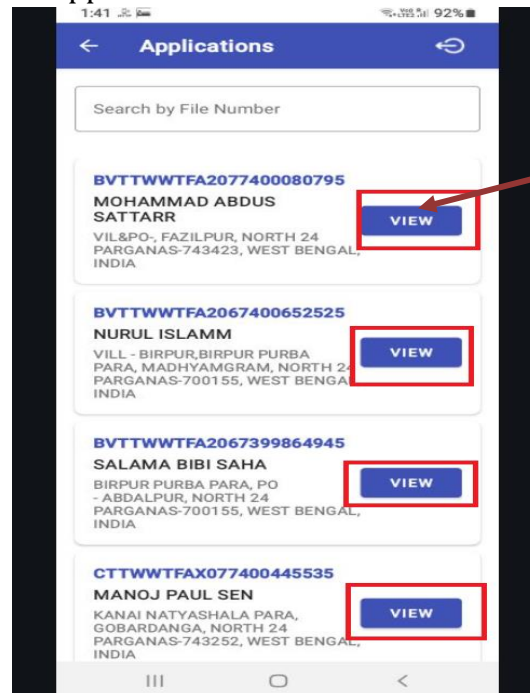
STEP:3

Upon successful verification, the dashboard for authorized users will be displayed. Login mobile application to dashboard.



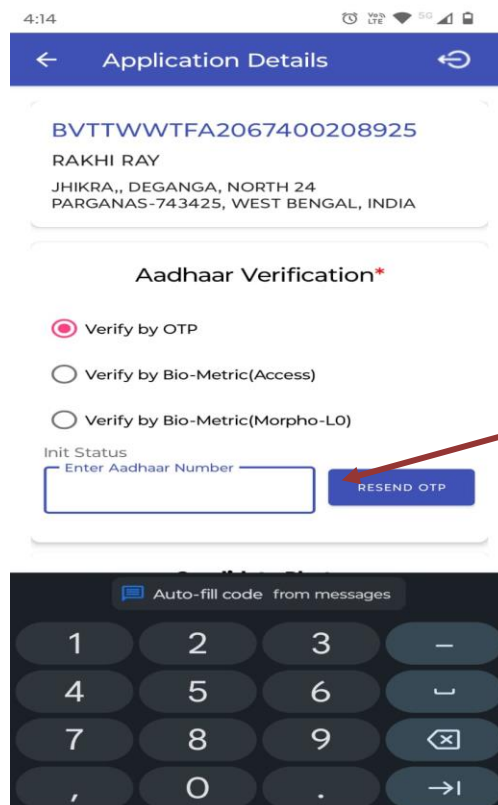
STEP:4

Click on view button. then applicant details will viewed.



STEP:5

Kindly note: Verify your Aadhar by



STEP:6

Kindly Note:

Please verify the applicant's **Aadhaar** using the OTP. Once verified, the applicant's details—such as **Photo, Name, Date of Birth, Address**, etc.—will be displayed.

- If the displayed details match the applicant's Aadhaar documents, click the "**Matched Aadhaar**" button.
- If the details do not match, click the "**Not Matched**" button.
- A **Remarks** field is provided for entering any relevant comments or observations.

The screenshot shows a mobile application interface titled "Application Details". At the top, there are two radio buttons for verification: "Verify by Bio-Metric(Access)" and "Verify by Bio-Metric(Morpho-L0)". Below these is a section labeled "Init Status" containing a form. The form has a "Profile Image" field with a placeholder box labeled "PHOTO APPLICANT". Below the image are fields for "Name", "Birth Date", "C/o", and "Address", each followed by a redacted area. At the bottom of the form is a "Write remarks" text box and two green buttons: "AADHAAR MATCHED" and "NOT MATCHED". Below the form is a label "Candidate Photo" with two horizontal lines for a photo.


After click matched aadhar below image show:

The screenshot shows the "Application Details" form after successful verification. The top section displays the Aadhaar number "DTTWWTFP0075667019125" and the name "RAEESHA MALLICK". Below this is the address: "21/1/A KAZIPARA MAIN ROAD, BARASAT, NORTH 24 PARGANAS-700124, WEST BENGAL, INDIA". A section titled "Aadhaar Verification*" shows a green message: "Aadhar verified and matched." Below this are fields for "Name", "Date Of Birth", "Gender", "Father/Husband", and "Address", each followed by a redacted area. Below the form is a label "Candidate Photo" with a photo placeholder. At the bottom is a "Preview" section with a "Write remarks if photo not provided" text box containing "NA". At the very bottom are two buttons: "File Uploaded" (with a green checkmark) and "SAVE FILE".

STEP:7

Application Details

Candidate Photo



Preview

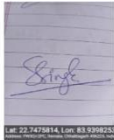
Write remarks if photo not provided

test.

✓ File Uploaded

SAVE FILE

Candidate Signature



Preview

Write remarks if photo not provided

NA

Applicant Photo, Signature uploads and click on Save File. After take applicant document please click save file must to store image.

STEP: 8 File Type & Documents

Birth Certificate:

1:47 91%

Application Details

Birth Certificate


Note: Please upload a birth certificate generated by the Janma-Mrityutathya Portal.

Certificate No

B/2024/

2024-07-11

Remarks

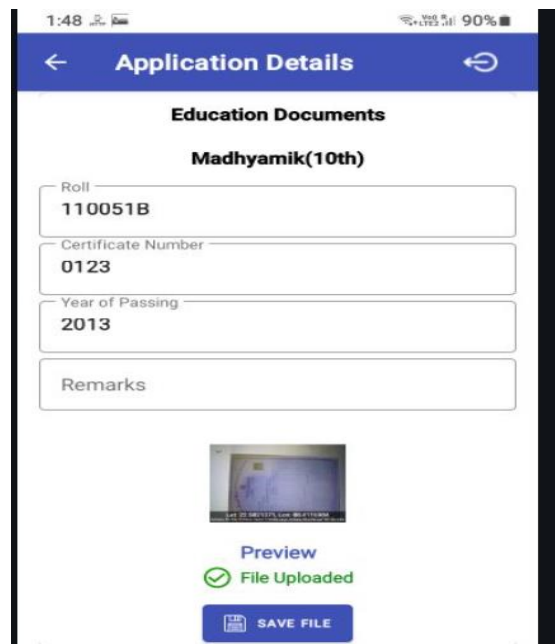


Preview

✓ File Uploaded

SAVE FILE

STEP: 9 EDUCATION DOCUMENTS:



The screenshot shows a mobile application interface for 'Application Details'. The title bar is blue with a back arrow on the left and a refresh arrow on the right. Below the title bar, the section is titled 'Education Documents' and 'Madhyamik(10th)'. There are four input fields: 'Roll' with the value '110051B', 'Certificate Number' with the value '0123', 'Year of Passing' with the value '2013', and a 'Remarks' field. Below the input fields is a small image of a document. Under the image, there is a 'Preview' link, a green checkmark icon followed by the text 'File Uploaded', and a blue button labeled 'SAVE FILE'.

1:48 90%

← Application Details →

Education Documents


Madhyamik(10th)

Roll
110051B

Certificate Number
0123

Year of Passing
2013

Remarks

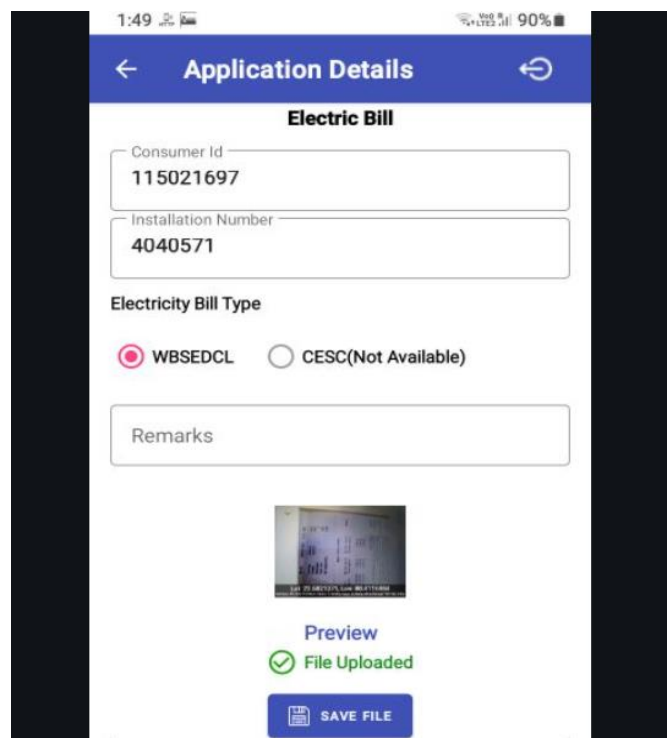


Preview

✓ File Uploaded

SAVE FILE

STEP: 10 ELECTRICITY BILL:



The screenshot shows a mobile application interface for 'Application Details'. The title bar is blue with a back arrow on the left and a refresh arrow on the right. Below the title bar, the section is titled 'Electric Bill'. There are two input fields: 'Consumer Id' with the value '115021697' and 'Installation Number' with the value '4040571'. Below the input fields, there is a section titled 'Electricity Bill Type' with two radio buttons: 'WBSEDCL' (selected) and 'CESC(Not Available)'. Below this is a 'Remarks' field. At the bottom, there is a small image of a document, a 'Preview' link, a green checkmark icon followed by the text 'File Uploaded', and a blue button labeled 'SAVE FILE'.

1:49 90%

← Application Details →

Electric Bill


Consumer Id
115021697

Installation Number
4040571

Electricity Bill Type

☒ WBSEDCL ☐ CESC(Not Available)

Remarks

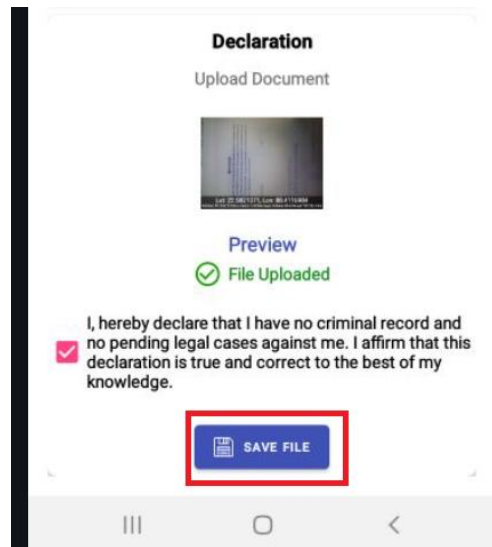


Preview

✓ File Uploaded

SAVE FILE

STEP :11 Finally, the applicant's Self-Declaration Certificate must be uploaded and save the file.



The screenshot shows a mobile application interface for uploading a document. At the top, the title "Declaration" is displayed. Below it, the text "Upload Document" is shown. A small thumbnail image of a document is visible. Below the thumbnail, the word "Preview" is written in blue. A green checkmark icon is followed by the text "File Uploaded". Below this, there is a declaration text: "I, hereby declare that I have no criminal record and no pending legal cases against me. I affirm that this declaration is true and correct to the best of my knowledge." A pink checkmark icon is to the left of this text. At the bottom, there is a blue button with a white document icon and the text "SAVE FILE", which is highlighted with a red rectangular border. The bottom of the screen shows a standard Android navigation bar with three icons: a square, a circle, and a triangle.

WEB PORTAL

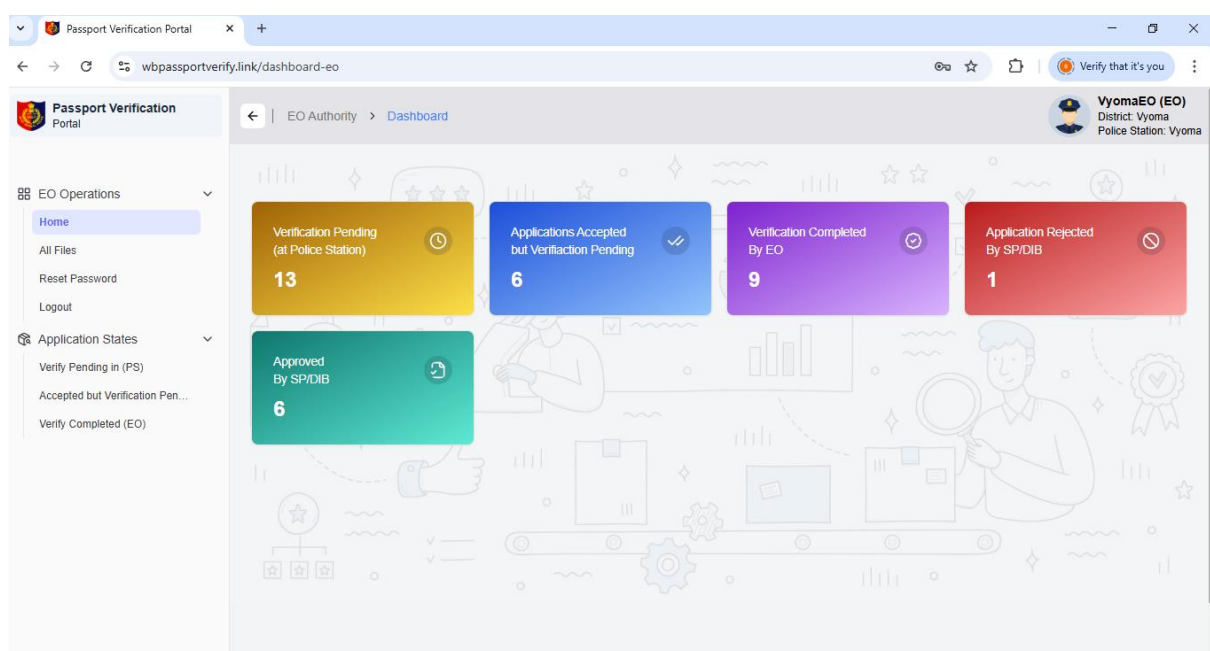
Please Note:

To proceed, the Enquiry Officer (EO) must **log in to the EO Web Portal**, following the same procedure outlined on **Pages 4, 5, and 6**.

Ensure that the correct **User ID** and **password** are used to access the portal.

Dashboard for Enquiry Officer (EO/DIO):

After successfully logging into EO/DIB web portal, the EO/DIO will be directed to their dashboard, where they will see five summary cards displaying the status of applications.



- **Application Accepted but Verification Pending:**

Once the Enquiry Officer (EO) has collected and uploaded the applicant's documents through the mobile application. They can proceed to the next step in the verification process.

- Click on the **second card** labelled "**Applications Accepted but Verification Pending.**"
- Upon clicking this button, a **list of applicant files** whose applications have been accepted but are awaiting verification will be displayed.
- The EO can then select an individual file from the list to begin the verification process.

EO Operations

Home

All Files

Reset Password

Logout

Application States

Verify Pending in (PS)

Accepted but Verification P...

Verify Completed (EO)

EO Authority > Dashboard > Total Application(s) Accepted

VyomaEO (EO)

District: Vyoma

Police Station: Vyoma

Application(s) Accepted but Verification Pending (EO)

Search...

dd/mm/yyyy

dd/mm/yyyy

Export Excel

Sl. No.	File Number	Applicant Name	Gender	Age	Verification Address	Actions
1	BVTTWWTFA2077400080795	ABDUS SATTARR	Vyoma	8910432536	VILL - BIRPUR, BIRPUR, NORTH 24 PARGANAS-743423, WEST BENGAL, INDIA	<div>VIEW APPLICATION</div> <div>APPROVE APPLICATION</div> <div>REJECT APPLICATION</div>
2	BVTTWWTFA2067400652525	NURUL ISLAMM	Vyoma	8910432536	VILL - BIRPUR, BIRPUR, NORTH 24 PARGANAS-700155, WEST BENGAL, INDIA	
3	BVTTWWTFA2067399864945	SALAMA BIBI SAHA	Vyoma	8910432536	BIRPUR PURBA PARA, PO - ABDALPUR, NORTH 24 PARGANAS-700155, WEST BENGAL, INDIA	
4	CTTWWTFAX077400445535	MANOJ PAUL SEN	Vyoma	8910432536	KANAI NATYASHALA PARA, GOBARDANGA, NORTH 24 PARGANAS-743252, WEST BENGAL, INDIA	
5	BVTTWWTFA2067400208925	RAKHI RAY	Vyoma	8910432536	JHIKRA,, DEGANGA, NORTH 24 PARGANAS-743425, WEST BENGAL, INDIA	
6	DTTWWTFXS207546668395	ADITYA BIKRAM SINGH	Vyoma	6202734737	IA-297, SECTOR-III, SALT LAKE, KOL-97	

Showing 1 to 6 of 6 entries

Prev 1 Next

- **VIEW APPLICATION:**

After collecting the documents from the applicant, the Enquiry Officer (EO) carefully rechecked and verified each document for authenticity. The verification process was conducted with reference to the documents shown in Images 1 through 6. Any discrepancies or missing information were noted, and follow-up actions were initiated as necessary.

Image:1 [Application Details]

The screenshot displays the 'Application Details' page of the Passport Verification Portal. The page is titled 'Application Details (obtained from m-Passport)'. It contains a table with the following information:

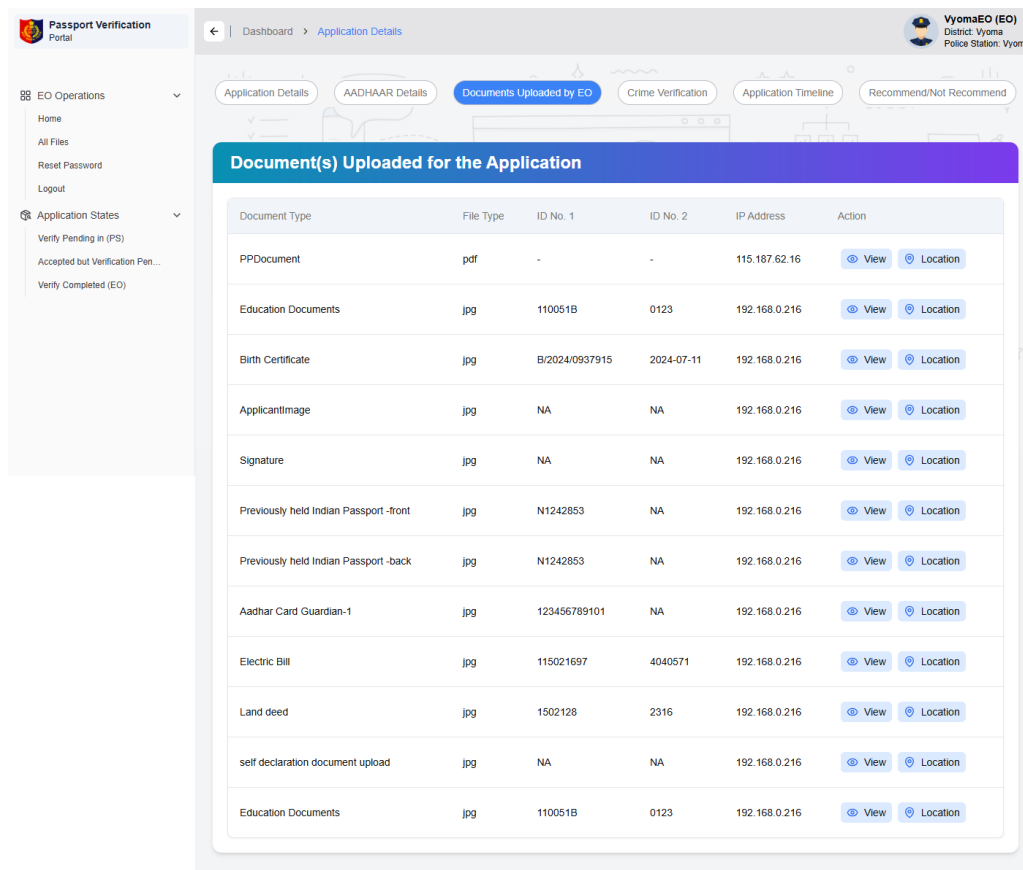
File Number CTTWWTFAX077400445535	Applicant Name MANOJ PAUL SEN	Police Station Name Vyoma
Gender MALE	Date Of Birth 20/11/1976	Place Of Birth GOBARDANGA
Spouse Name TINKI PAUL	Fathers Name SUBHASH CHANDRA PAUL	PV Initiation Date 13/02/2025
PV Request Status Initiated	Permanent Address KANAI NATYASHALA PARA, GOBARDANGA, NORTH 24 PARGANAS- 743252, WEST BENGAL, INDIA	Verification Address KANAI NATYASHALA PARA, GOBARDANGA, NORTH 24 PARGANAS- 743252, WEST BENGAL, INDIA
PV Status Date 13/02/2025	PV Sequence No WB14250002117	Email ID manojpaulchegknsp@gmail.com
Phone No. 8910432536		

Image:2 [Aadhaar Details]

The screenshot displays the 'Aadhaar Details' page of the Passport Verification Portal. The page is titled 'AADHAAR Details'. It contains a table with the following information:

Aadhaar Number XXXXXXXX1079	Aadhaar Name Akash Singh	Aadhaar Father Name S/O: Bablu Singh
Aadhaar Address chitrawani road post bhatta bazar Purnea Purnia Purnea Bihar 854301 India	Aadhaar Gender Male	Date Of Birth 20/11/1976
Aadhaar Verified Status matched	Aadhaar Verified By VyomaEO	

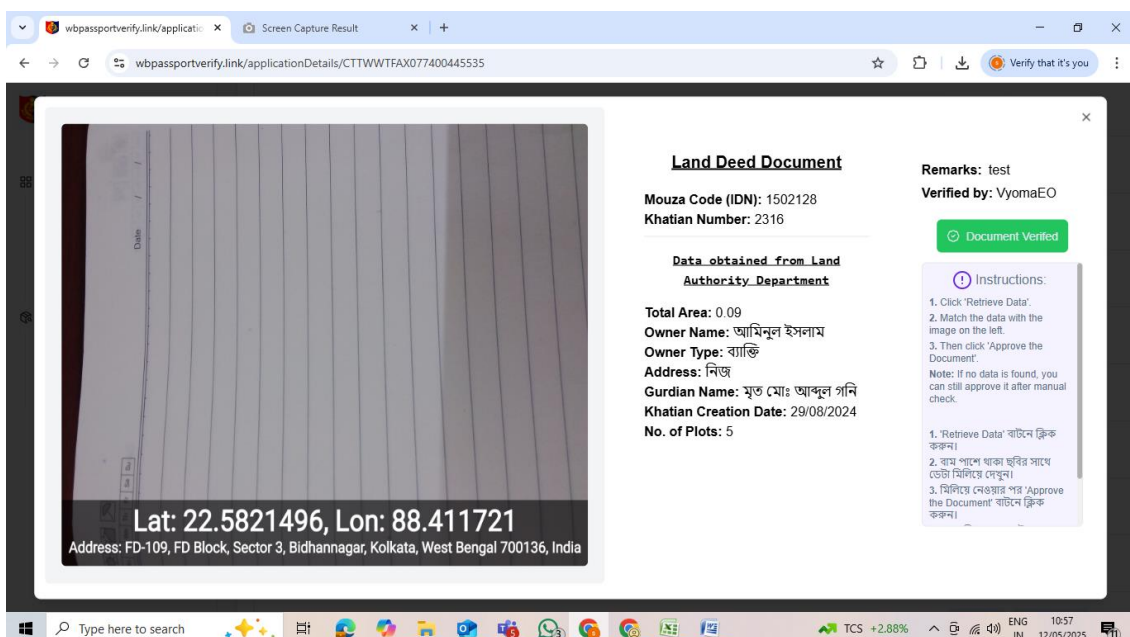
Image:3 [Documents Upload by EO]

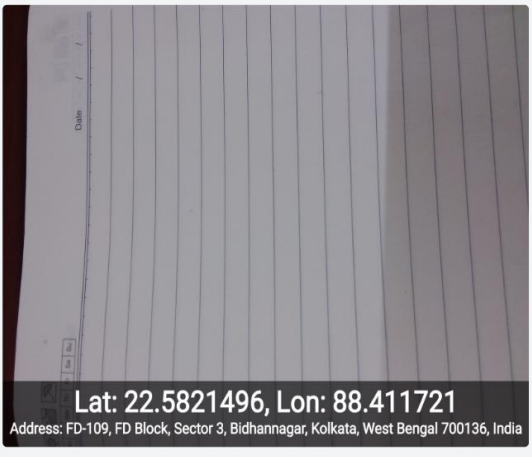


Document Type	File Type	ID No. 1	ID No. 2	IP Address	Action
PPDocument	pdf	-	-	115.187.62.16	View Location
Education Documents	jpg	110051B	0123	192.168.0.216	View Location
Birth Certificate	jpg	B/2024/0937915	2024-07-11	192.168.0.216	View Location
ApplicantImage	jpg	NA	NA	192.168.0.216	View Location
Signature	jpg	NA	NA	192.168.0.216	View Location
Previously held Indian Passport -front	jpg	N1242853	NA	192.168.0.216	View Location
Previously held Indian Passport -back	jpg	N1242853	NA	192.168.0.216	View Location
Aadhar Card Guardian-1	jpg	123456789101	NA	192.168.0.216	View Location
Electric Bill	jpg	115021697	4040571	192.168.0.216	View Location
Land deed	jpg	1502128	2316	192.168.0.216	View Location
self declaration document upload	jpg	NA	NA	192.168.0.216	View Location
Education Documents	jpg	110051B	0123	192.168.0.216	View Location

[Note: After rechecking and re-verifying the documents, if all documents are found to be in order, click the “Retrieve” button to fetch the applicant's details. Once the details are successfully retrieved and verified on screen, proceed by clicking the “Approve the Documents” button. Repeat this process for each remaining document as outlined in the steps below]

Image:3(i)





Lat: 22.5821496, Lon: 88.411721
Address: FD-109, FD Block, Sector 3, Bidhannagar, Kolkata, West Bengal 700136, India

Land Deed Document

Mouza Code (IDN): 1502128
Khatian Number: 2316

Data obtained from Land Authority Department

Total Area: 0.09
Owner Name: আমিনুল ইসলাম
Owner Type: ব্যক্তি
Address: নিজ
Gurdian Name: মৃত মোঃ আব্দুল গনি
Khatian Creation Date: 29/08/2024
No. of Plots: 5

Remarks: test
Verified by: VyomaEO

Document Verified

Instructions:

- Click 'Retrieve Data'.
- Match the data with the image on the left.
- Then click 'Approve the Document'.

Note: If no data is found, you can still approve it after manual check.

Image:4 [Crime Verification]

Passport Verification Portal

EO Operations

- Home
- All Files
- Reset Password
- Logout

Application States

- Verify Pending in (PS)
- Accepted but Verification Pen...
- Verify Completed (EO)

Crime Verification

Criminal Activity Verification

Police Clearance Certificate

Applicant Name: MOHAMMAD ABDUS SATTARR

Aadhaar Number: XXXXXXXX1901

Search PCC Details

Kolkata Police Criminal Records

Applicant Name: MOHAMMAD ABDUS SATTARR

Father's Name: MOHAMMAD ASHADULLA

Police Station: Vyoma

Address: VIL&PO-, FAZILPUR, NORTH 24 PARGANAS-743423, WEST BENGAL, INDIA

Search Criminal Records

Select	Case Ref. No.	Name	Father's Name	Address	Year	Action
No Record(s) Found						

C.I.D Criminal Records

First Name: MOHAMMAD

Last Name: ABDUS

Search Criminal Records

Select	First Name	Last Name	Locality	District	Police Station	Case Ref. No.	Action
No Record(s) Found							

Enter any remarks (optional)

Criminal Record(s) Found

Criminal Record Not Found

Crime Verification:

Please note that criminal verification must be completed through the following three components:

1. Police Clearance Certificate (PCC)
2. Kolkata Police Criminal Records
3. CID (Criminal Investigation Department) Criminal Records

For each component, use the **“Search”** button to perform the verification. Based on the search results, confirm the status by selecting either the **“Criminal Record(s) Found”** or **“No Criminal Record Found”** button accordingly.

Ensure all three parts are verified and documented before proceeding to the next stage of the process.

Image:4[i] [Crime Verification]

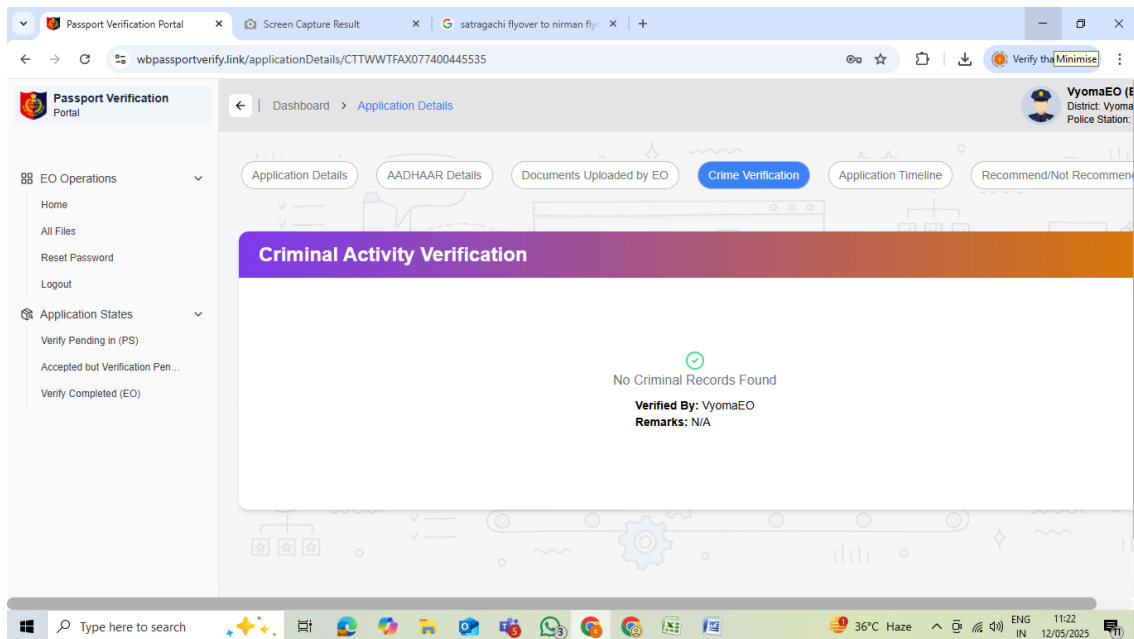
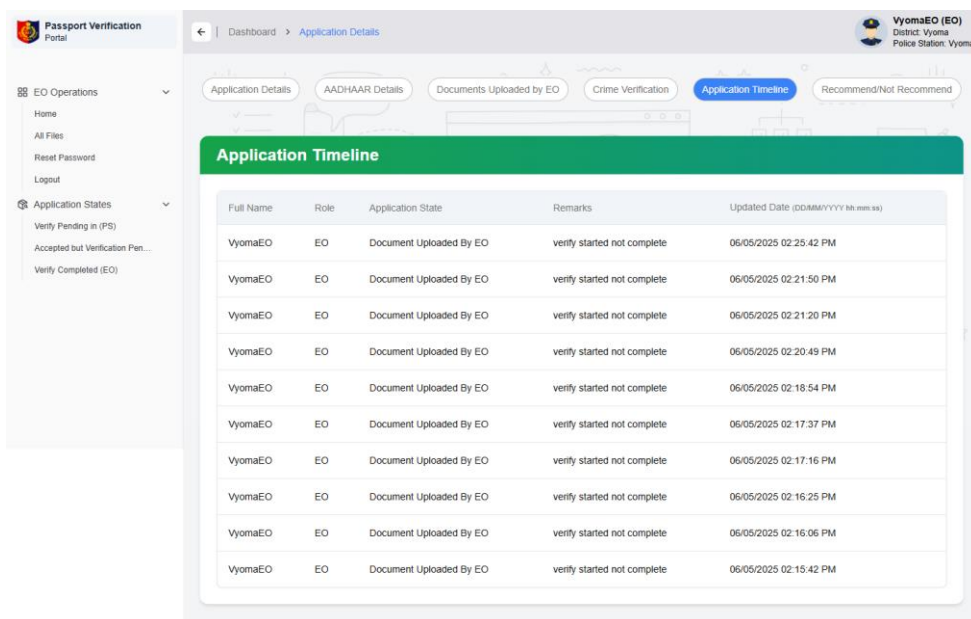
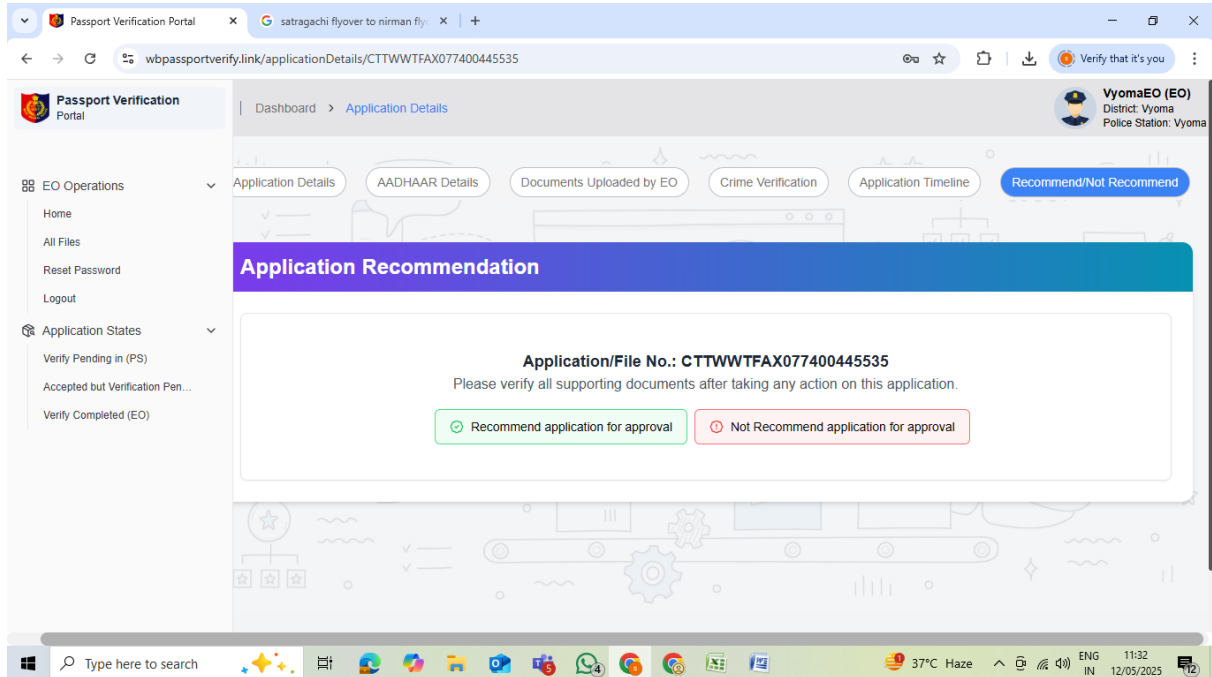


Image:5 [Timeline]



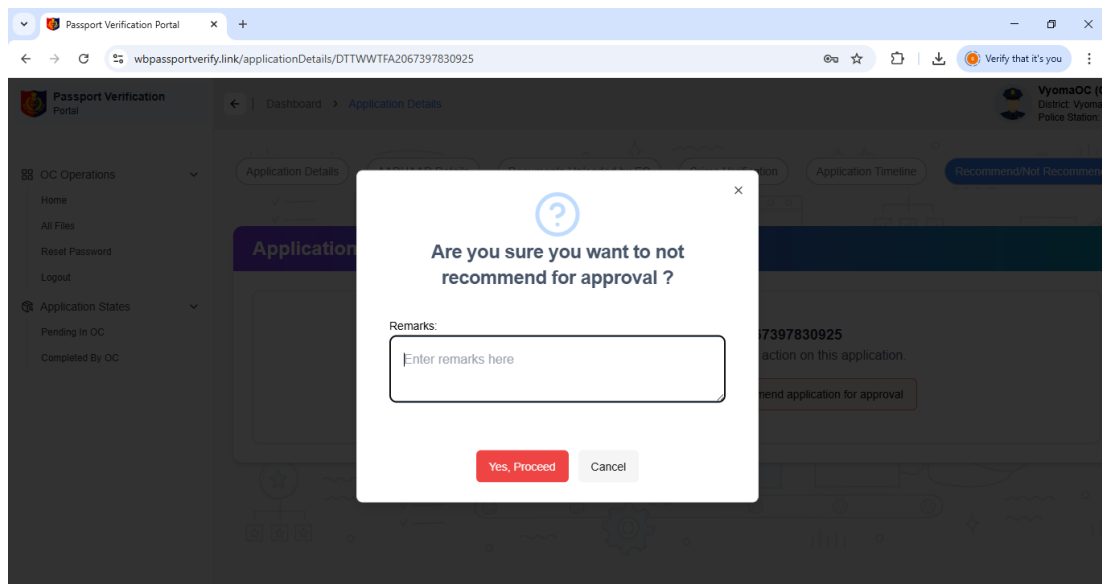
Application Timeline: This section allows you to view the complete timeline of the application, including key actions such as when the District Nodal Officer uploaded the excel sheet and when start the process by the EO.

Image:6 [Recommend application for approval/Not Recommend application for approval]



Recommend/Not Recommended: In this section, you can mark an applicant's file as Recommended and Not Recommended.

Image:6(i) [Non-Recommend for not approval]



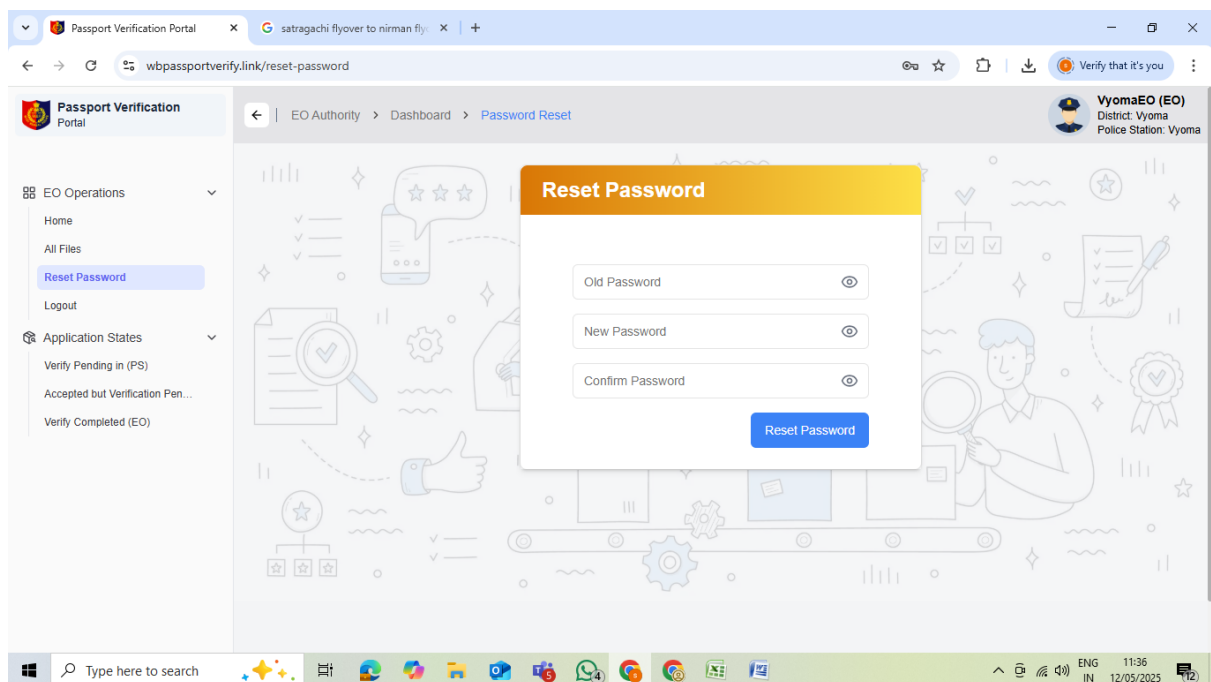
If the application is not recommended, you must provide appropriate remarks stating the reason for rejection.

STEP: 8

Password Reset:

In the Equiry Officer{EO} portal, a “Password reset” option is also available. This feature allows the District Nodal Officer to reset the password for your user login.

To reset a password, simply click on the “Password Reset” button. Enter your then type Old Password then type new Password and re-enter it in the Confirm New Password field. Finally click on the “Reset Password” button. Your new Password will be updated successfully, following the system guidelines.



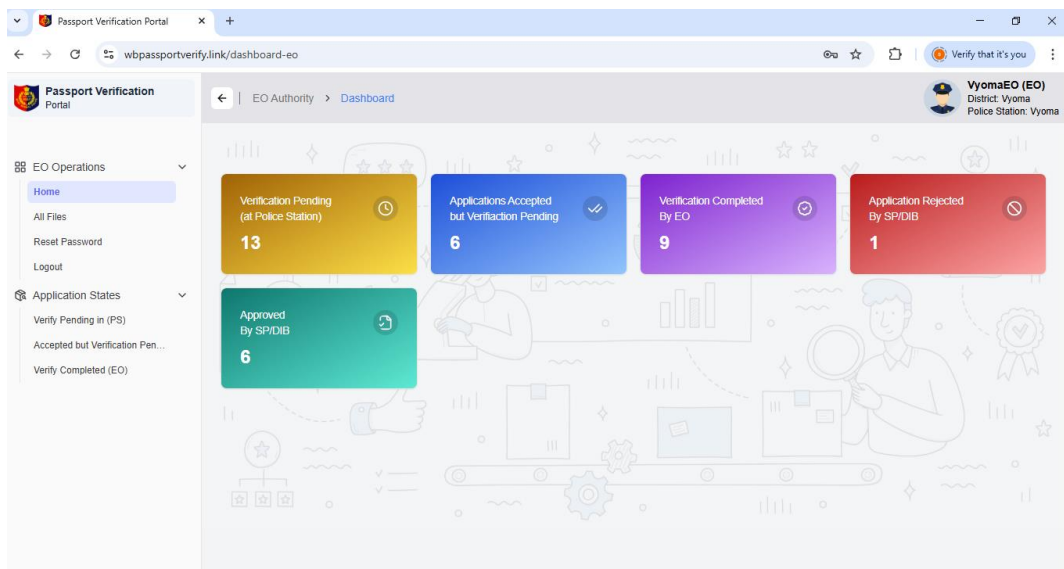


Image:1

Final Approval Process (SP Level):

After completing the full verification procedure up to the SP (Superintendent of Police) level, the Enquiry Officer (EO) must log in to their individual web portal using their assigned credentials.

Once logged in, navigate to the **Dashboard**. Under the relevant section, the EO should take appropriate action by selecting one of the following options:

Application Approved by SP/DIB – Applications that are approved at the SP/DIB level are marked as ready, and the applicants will automatically receive a message or SMS notification indicating that their passport is ready for collection.

Sl. No.	File Number	Applicant Name	Police Station	Phone No.	Verification Address	Actions
1	XTTFXS207546668395	ADITYA BIKRAM SINGH	Vyoma	6202734737	IA-297, SECTOR-III, SALT LAKE, KOL-97	[Link]
2	BVTWWTFA2067397830925	CHIATTU MISTRJI	Vyoma	8910432536	VILL-SARKARPARA MANASAPALLY, PO-GOBARDANGA, NORTH 24 PARGANAS-743252, WEST BENGAL, INDIA	[Link]
3	XWTFG0075437260295	AAHA SAHA	Vyoma	6202734737	3RD-FR, FL-3/C, 88/A/2 DD MONDAL GHAT ROAD, DAKSHINESWAR, KOLKATA, NORTH 24 PARGANAS-700076, WEST BENGAL, INDIA	[Link]
4	XWTF2067397830925	CHIATTU MISTRJI	Vyoma	6202734737	VILL-SARKARPARA MANASAPALLY, PO-GOBARDANGA, NORTH 24 PARGANAS-743252, WEST BENGAL, INDIA	[Link]
5	XTWTF206739964945	SALAMA BIBI SAHA	Vyoma	6202734737	BIRPUR PURBA PARA, PO - ABDALPUR, NORTH 24 PARGANAS-700155, WEST BENGAL, INDIA	[Link]
6	CTTWWTFA2067397830925	CHIATTU MISTRJI	Vyoma	8910432536	VILL-SARKARPARA MANASAPALLY, PO-GOBARDANGA, NORTH 24 PARGANAS-743252, WEST BENGAL, INDIA	[Link]

Showing 1 to 6 of 7 entries

Image:2 [Application Approve by SP/DIB]

The individual Equiry Officer {EO} can download excel by select from date and to date and click on export excel option.

Completed Verification SP

Start Date: 30/04/2025 End Date: 30/05/2025 Export Excel

Sl. No.	File Number	Applicant Name	Police Station	Phone No.	Verification Address	Actions
1	BVTTWWTFA2067397830925	CHHATTU MISTRII	Vyoma	8910432536	VILL-SARKARPARA MANASAPALLY, PO-GOBARDANGA, NORTH 24 PARGANAS-743252, WEST BENGAL, INDIA	
2	XWTFG0075437260295	AAHA SAHA	Vyoma	6202734737	3RD-FR, FL-3/C, 88/A/2 DD MONDAL GHAT ROAD, DAKSHINESWAR, KOLKATA, NORTH 24 PARGANAS-700076, WEST BENGAL, INDIA	
3	XWTF2067397830925	CHHATTU MISTRII	Vyoma	6202734737	VILL-SARKARPARA MANASAPALLY, PO-GOBARDANGA, NORTH 24 PARGANAS-743252, WEST BENGAL, INDIA	
4	XTWTF206739964945	SALAMA BIBI SAHA	Vyoma	6202734737	BIRPUR PURBA PARA, PO - ABDALPUR, NORTH 24 PARGANAS-700155, WEST BENGAL, INDIA	
5	CTTWWTFA2067397830925	CHHATTU MISTRII	Vyoma	8910432536	VILL-SARKARPARA MANASAPALLY, PO-GOBARDANGA, NORTH 24 PARGANAS-743252, WEST BENGAL, INDIA	
6	DTTWWTFP0075667019125	RAEESHA MALLICK	Vyoma	8910432536	21/1/A KAZIPARA MAIN ROAD, BARASAT, NORTH 24 PARGANAS-700124, WEST BENGAL, INDIA	

Showing 1 to 6 of 6 entries

Image:2[i] [Application Approve by SP/DIB]

Application Rejected by SP/DIB – Applications that are rejected at the SP/DIB level are marked as criminal records, not proper document et , and the applicants will automatically receive a message or SMS notification indicating that their passport is rejected for valid reason.

Completed Verification SP

Start Date: dd/mm/yyyy End Date: dd/mm/yyyy Export Excel

Sl. No.	File Number	Applicant Name	Police Station	Phone No.	Verification Address	Actions
1	XTWTFAX07740445535	MANOJ PAUL SEN	Vyoma	6202734737	KANAI NATYASHALA PARA, GOBARDANGA, NORTH 24 PARGANAS-743252, WEST BENGAL, INDIA	

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