Five Day Appointment Window for citizen's convenience for passport related services

January 25, 2016

1. The applicants for passport related services have to fill-up their personal particulars online, pay requisite fee and schedule appointment through Passport Seva system before they physically visit a Passport Seva Kendra (PSK) for further processing of their application. Currently, the appointment is assigned by the Passport Seva system based on its availability and on First-In-First-Out (FIFO) basis.

2. To further facilitate the applicants, the Ministry has implemented a solution, whereby applicants can book their appointment as per their choice. The new provision would allow applicants to choose any appointment date from the earliest five available dates (working days), while scheduling /rescheduling an appointment for Passport related services.

3. To avail the facility, applicants may fill-up their personal particulars online and click on "Pay and Schedule Appointment link". After the selection of payment mode either through debit/credit card/netbanking or through challan mode, an applicants will be redirected to Appointment screen. They may choose any of their preferred PSK under the jurisdiction of the respective Regional Passport Office (RPO). At the next step, an applicant will be redirected to Pay and Book Appointment Screen allowing them to choose a date from the displayed Calendar. The Calendar will highlight latest five days available for the selected PSK as depicted below:





January 25, 2016