



STATE CONSUMER HELPLINE KNOWLEDGE RESOURCE MANAGEMENT PORTAL

Centre for Consumer Studies, Indian Institute of Public Administration, New Delhi



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CONSUMER BULLETIN

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Passport

A passport is a document, issued by a national government which certifies the identity and nationality of its holder for the purpose of international travel. As per latest rules, even a minor baby is also required to have a separate passport. The elements of identity contained in all standardized passport include information about holder including name, date of birth, gender and place of birth. The Indian passport is the passport issued to citizen of India. It enables the bearer to travel internationally and serves as proof of Indian Citizenship. The Consular Passport and Visa (CPU) Division of the Ministry of External Affairs, functioning as the central passport organization, is responsible for issuing of passport to all eligible Indian Citizen.



There are three types of passports

- **Regular Passport (Deep Blue):** for ordinary travel such as vacations and business trips.
- **Diplomatic passport (Maroon Cover):** for Indian diplomats, top ranking Government official and diplomatic couriers.
- **Official Passport (White Cover):** for individuals representing the Indian Government on official business.

How to apply for a passport:

(1) The passport application can be obtained from the offices of Passport, Post Offices. The passport Application form can also be applied through online Registration at <http://passportindia.gov.in/AppOnlineProject/online/procFormSubOnl>.

(2) The passport application form is machine readable. Comply to the guidelines as follow:-

- Use capital letters only.
 - Use Black/Blue Ball pen only.
 - Do not fill the form with pencil or ink-pen.
 - Write clearly within the boxes, without touching the boundaries.
 - Adjust the information to fit within the number of given box.
 - Do not write anything outside the box. Avoid over-writing.
 - Incomplete application will not be accepted.
 - Signature/thumb impression will be scanned and printed in the passport. Therefore, it must be kept strictly within the box, without touching the boundaries.
 - Paste recent Colour photograph as per the specifications given on form.
- (3) The application form needs to be attached with self attested photocopies of the required documents. The applicant would be required to show all the original documents at the time of submission of the passport application form.
- (4) The applicants who have registered online, the printout of the application form along with required documents would be required to be submitted to the respective passport office on the appointment date and time printed. Applications can also be submitted at :
- The Counter of the Passport Office.

Editor-in-Chief

Prof. Suresh Misra
(Project Director)

Editor

Shri S. K. Virmani
(Project Manager)

STATE CONSUMER HELPLINES

GUJARAT

1800-233-0222,
079-27489945 / 46

MADHYA PRADESH

155343, 0755-2559778

ORISSA

1800-345-6724,
1800-345-6760,
0674-2351990,
0674-2350209

TAMIL NADU

044-28592828

BIHAR

1800 -345- 6188

RAJASTHAN

1800 -180- 6030

MAHARASHTRA

1800 -22- 22 62

CHHATTISGARH

1800 -233 -3663

PROJECT MANAGER

Room No-7 Indian Institute of Public Administration , I.P. Estate , Ring Road , New Delhi- 110002

Phone - (011) 23705055 , 23705054 , FAX - (011) 23705054

Email - schkrmp.iipa@gmail.com , Website - www.consumereducation.in, www.consumeradvice.in

- The speed post centers.
- District passport cells
- Passport collection centers

Fee structure

The following all inclusive fee is required to be paid along with the application form, either by Bank Demand Draft (DD) in favour of the passport officer concerned or in cash. In case of payment by DD, full name of applicant and application number is required to be written on the reverse of the draft. Details of payment of fee are as below :

1.	Fresh Passport (36 Pages) of 10 year validity (including minor between 15 to 18 years of age, who wish to get a 10 year full validity passport.	Rs.1000/-
2.	Fresh Passport (60 pages) of 10 year validity	Rs.1500/-
3.	Fresh passport for minors (below 18 years of Age) of 5 years validity or till the minor attains the age of 18 whichever is earlier	Rs.600/-
4.	Duplicate passport (36 pages) in lieu of lost, damaged or stolen passport	Rs.2500/-
5.	Duplicate passport (60 pages) in lieu of lost, damaged or stolen passport	Rs.3000/-
6.	Police clearance certificate/ECNR/Additional Endorsements	Rs.300/-
7.	In case of change of address, name, date of birth, place of birth, appearance, spouse name, name of parents/Legal Guardian	Rs.1000/- (Fresh Passport booklet will be issued)
8	Tatkaal Passport for age of the person more than 18 years with 60 pages booklet	Rs. 4,000/-

While applying for a fresh passports attach two copies of the following document :

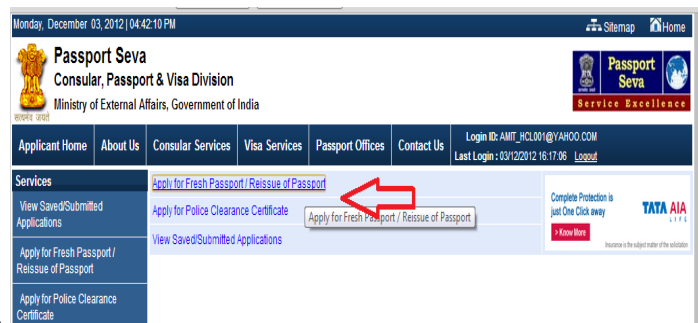
- Proof of Address:- like Ration Card, Employer ID, Water/Telephone/Electricity Bill, Statement of running Bank Account etc.
- Proof of Date of Birth: Birth certificate issued by municipal authority etc.
- Citizenship Document
- Government/Public sector employees should submit identity certificate in original.

Submission of passport application:

- Online submission
- Manual Submission

Online submission of passport application:

- Visit the website www.passportindia.gov.in .
- Register 'user name' and assign a 'password'.
- Log in using your 'user name' and 'password'.
- Fill online application form and submit online (alternatively, download e-form, fill up and upload the same at the portal). Uploading of documents is optional.
- Now take an appointment to visit the nearest Passport Seva Kendra (appointments are released region-wise). It is advised that the applicant should be ready with step '1' to '4' above before the 'appointment release time'. As soon as appointments are released, they should click on '**Schedule Appointment**' link to book the appointment. Appointment will be **automatically booked** and allocated if available. Online Payment has been made mandatory for booking appointments at Passport Seva Kendras (PSKs).



Online Payment can be made using any one of the following modes:

- Credit/Debit Card (MasterCard & Visa) .
- Internet Banking (State Bank of India (SBI) and Associate Banks Only).
- SBI Bank Challan .

If the payment is made through Challan, it may take at least two working days for the payment to be reflected. Payment status can be tracked by clicking **“Track Payment Status”**. If payment status is displayed as success, click the Schedule Appointment link to schedule the appointment.

- Take a print out of the Application (ARN) Receipt and carry it along while visiting the Passport Seva Kendra on the given appointment date/time.
- Applicants applying under Tatkaal need to pay only the fee as applicable under Normal Category while making Online Payment. The balance fee as applicable for Tatkaal will be payable in “Cash” at Passport Seva Kendra/ Passport Office, once Tatkaal application is accepted by Passport Officials.

(Online Payment will remain valid for one year from the first appointment date. The paid fee will be forfeited if applicants do not submit application at Passport Seva Kendra (PSK) within this period.

Once an appointment is confirmed at Passport Seva Kendra, it can be rescheduled/cancelled only twice within a year of the first appointment date)

- Visit the Passport Seva Kendra with requisite original documents and their photocopies. Photograph is not required.
- Applicants who, despite appointment, have been “refused token” due to non-availability of required set of documents can re-visit the same PSK as “Walk-IN”, within next 3 working days from the date of appointment and as per the time mentioned in the appointment slip. On-line appointment is not mandatory for these applicants.
- Some categories of applicants are allowed as Walk-in applicants and obtaining online appointment is not mandatory.
- In case you are unable to secure appointment or don’t fall under Walk-in category, you may visit concerned Passport Office for submission of manual passport application form if permitted by the concerned RPO . Alternatively RPO may consider giving staggered appointments keeping in view the load/capacity at the respective PSK under their jurisdiction. Tatkaal and other urgency applications will be given preference in allotting appointments through this route. Such applicants should fill-up the application online, generate 'Application Reference Number' and visit RPO along with printed copy of 'ARN Sheet'.

Walk-in Appointments with Online Registration :

In order to facilitate submission of passport applications at Passport Seva Kendras, some types of services such as ‘Tatkaal’ and issuance of Police Clearance Certificates and some categories of applicants such as senior citizens, minors and differently-abled persons are allowed to submit their duly registered online applications with ARN number as Walk-in applicants. Applicants falling under these categories are also required to register their applications online and obtain ARN number and visit the nearest Passport Seva Kendra at their convenience (no prior appointment required).

Manual Submission passport application :

i) As an interim measure, in order to address rising demand for passport services, Passport Offices may also allow manual submission of applications at Passport Offices. **Applicants should refer to advisories and notifications issued by concerned Passport Office from time to time.**

ii) For manual submission of passport application form, an applicant is required to visit Passport Office in person with duly filled in passport application form, a complete set of self-attested copy of requisite documents and original thereof along with a recent colour photograph of the size 4.5 cm X 3.5 cm with white background. Applicant will have to submit application with requisite fees. Further details as well as the prescribed application form could be obtained from the website: **www.passportindia.gov.in**.

iii) Manual submission of applications will be accepted by Passport Offices until further orders.

Passport Applicants- General Obligations :

i) Applicants having confirmed appointments and who are unable to visit PSK due to some reason, are advised to reschedule/cancel their appointments at least 15 hours prior to the scheduled date/time. Appointment Rescheduling/Cancellation for an application is allowed up to two times only. In case of ‘no show’ of the applicant on the scheduled day & time, the data captured for that applicant will be deleted from the system including ARN number and such applicants will be required to fill up the ‘data’ again for obtaining fresh appointments. ARNs, for which payment has been received online, will not be deleted and will be valid for one year from the first appointment date.

ii) Statutorily, all passport applicants are required to **submit their applications with correct information and valid and genuine documents**. As per provisions of the Passports Act, 1967, an applicant should not furnish any false information or suppress any material information with a view to obtaining passport or travel document. Any such action shall be punishable with imprisonment for a term which may extend to two years with fine which may extend to Rs. 5000/- or both.

iii) Carrying of corrosive substances or explosives, arms, cudgels, sticks or lathis, or any sharp objects which may cause physical harm or violence are prohibited inside the PSK.

iv) Carrying electronic items like Laptop, iPad and cameras are prohibited inside the PSK.

Tracking status of issue of passport

The applicant can track the status of his passport application online at <http://www.passportindia.gov.in/AppOnlineProject/statusTracker/trackStatusInpNew> . The applicant is required to enter file number and date of birth.

Complaint

If you have any complaints regarding the Issuance of Passports (if any), please contact Respective Regional Passport Officer. If not satisfied with the service, you can write/ Telephone/ Fax to the Officers.

Please mention your File reference number, Date of Birth and year of application and your RPO/PO in the subject while sending your complaint/grievances through e-mail.

CHIEF PASSPORT OFFICER

Joint Secretary (PSP) & Chief Passport Officer,
Ministry of External Affairs,
Room No. 8, 1st Floor, Patiala House Annexe, New Delhi-110001
Tel:91-11-23384519,23384497,Fax:23384461
Email: grv.jscpv@mea.gov.in

PUBLIC RELATIONS OFFICER (PUBLIC GRIEVANCES)

Assistant Passport Officer(Public Grievances)
Tel: 91-11-23384519, 23384497 Fax:23384461
Email:grv.jscpv@mea.gov.in

Printing of wrong account number by Bank on cheque book amount to deficiency in service

Maharashtra State Consumer Redressal Commission in First Appeal Number **A/12/569** against the order dated 29/08/2011 passed in Consumer complaint No.02/2011 of District Sindhudurg, Sou. Pushpa Suresh Chakare vs. State Bank of India pronounced that wrong printing of Account Number of the customer on the cheque book issued to him amounts to deficiency in services. Commission directed SBI to pay an amount of `10,000/- to the appellant/complainant towards mental agony. The consumer had issued a cheque to insurance Company to subscribe for a policy and he was entitled for tax rebate as per Income Tax Act. However, the cheque got bounced as there was an error of printing the consumer's account number on the cheque. Bouncing of cheque deprived him to claim income tax deduction. The District Forum earlier dismissed the consumer complaint of the appellant/ complainant on the ground that no deficiency could be established against the respondent/opponent-State Bank of India (hereinafter referred to as 'SBI') in dishonouring the cheque issued by the complainant for subscribing Insurance company and avail the tax benefit thereunder.

Bank contended *"that by oversight, there was a printing mistake and without any intention the cheque was dishonoured as the printing wrong and was not corrected, thought the complainant was directed to submit the said cheque book for carrying out the correction of the account number as operated by the bank. However, on perusal of the record, we do not find any direction issued in writing to the complainant for submission of the cheque book to carry out the correction and therefore we find that the complainant was unaware of any directions from the Bank"*

Consumer Alerts

Credit card facts

- **Activating card:** In cases, where the bank activates a card without the consent of the customer and charges any bill/fees for it, the bank is liable to pay a penalty amount equivalent to twice the value of the charges.
- **Notice period for changes:** Any changes in fees, charges and terms and conditions can only be effected after giving at least one month's notice along with the monthly statement.
- **Proof for payments:** The bank is bound to show original proof of any contentious transactions where they do not accept the customer's contention. The customer has to be given all the details he or she asks for in cases where the customer feels that he does not recognize a particular transaction.