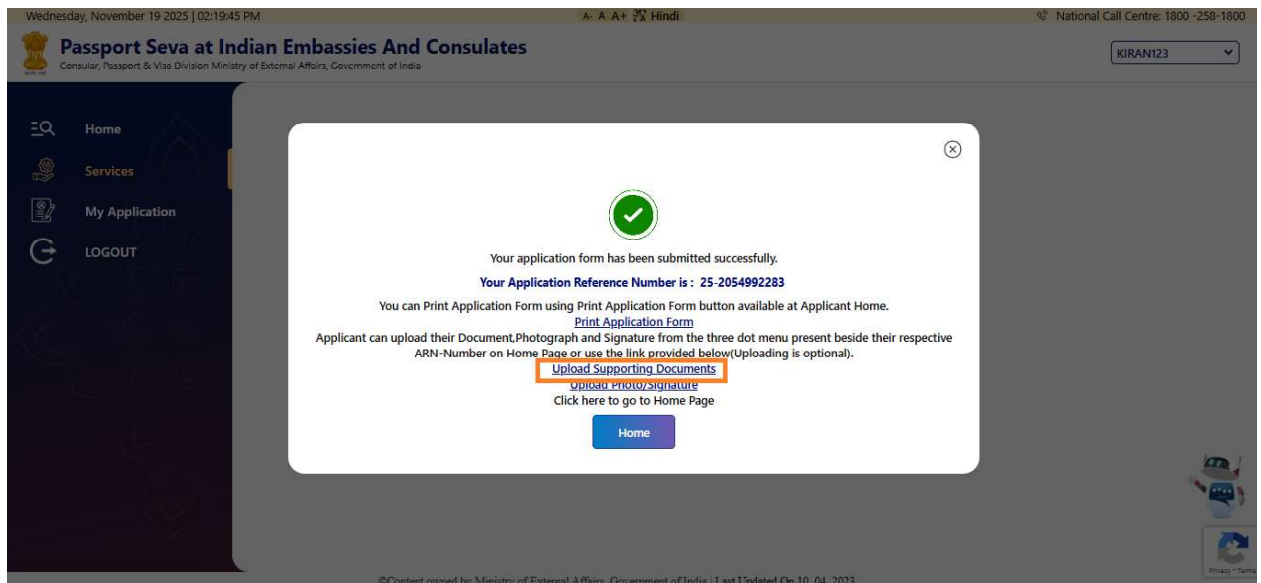
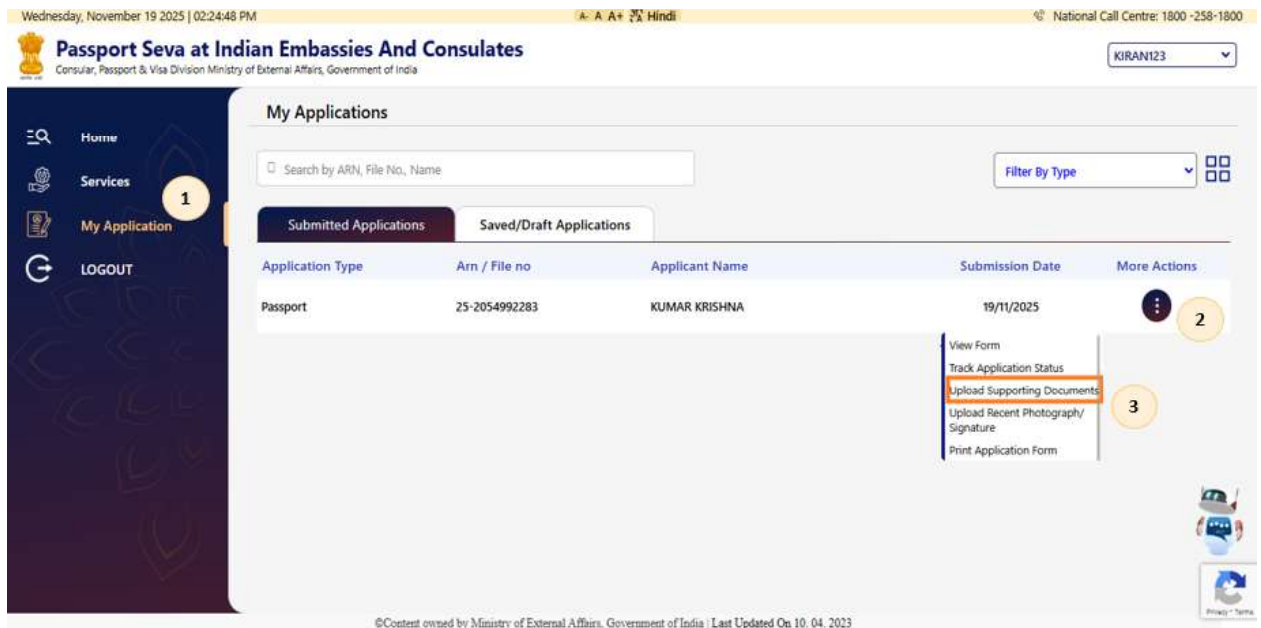


SOP for document uploading in Applicant Portal

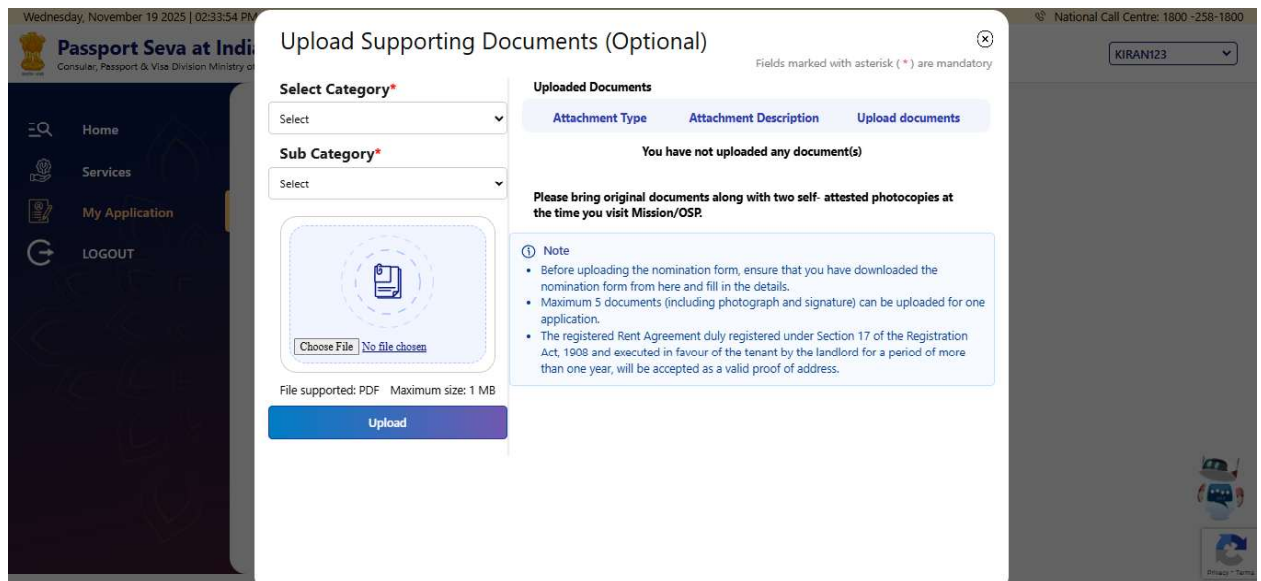
1. Login and Navigation



Once the form is submitted, a pop-up message will be displayed. Select “**Upload Supporting Documents**” to continue with the document upload process.



Applicant can click on **1) My Application** **2) Select more actions** **3) choose Upload Supporting Documents**

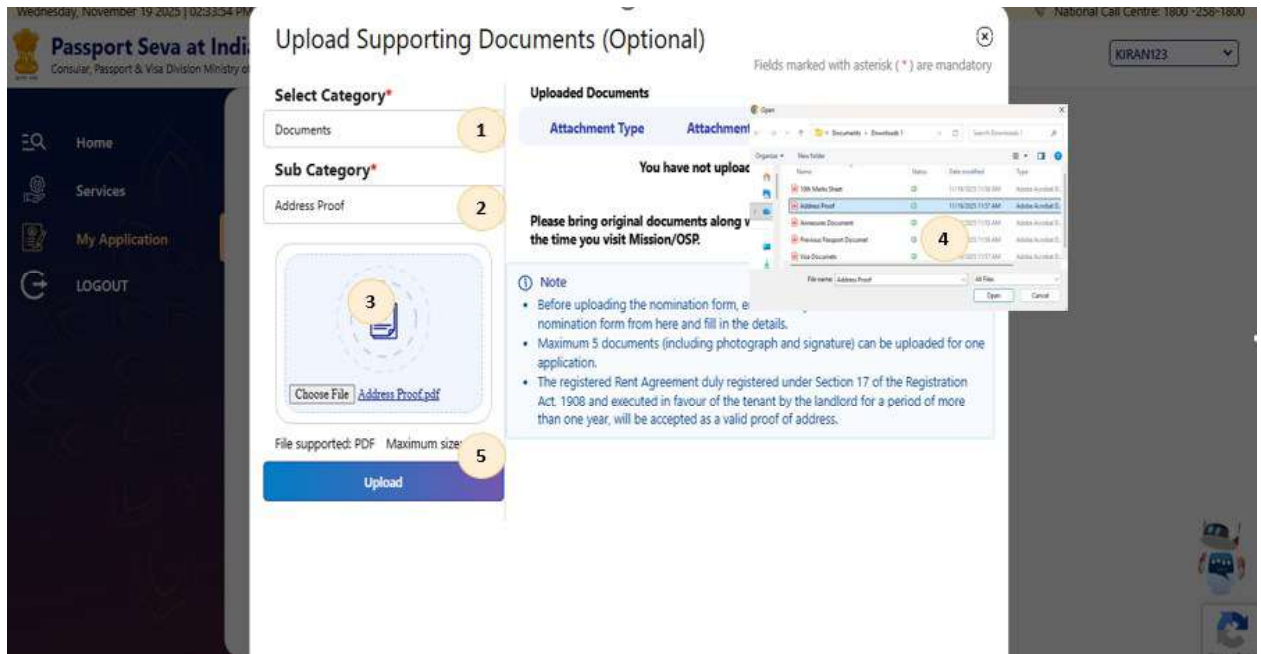


The application will display the document upload page, where you can upload the required supporting documents.

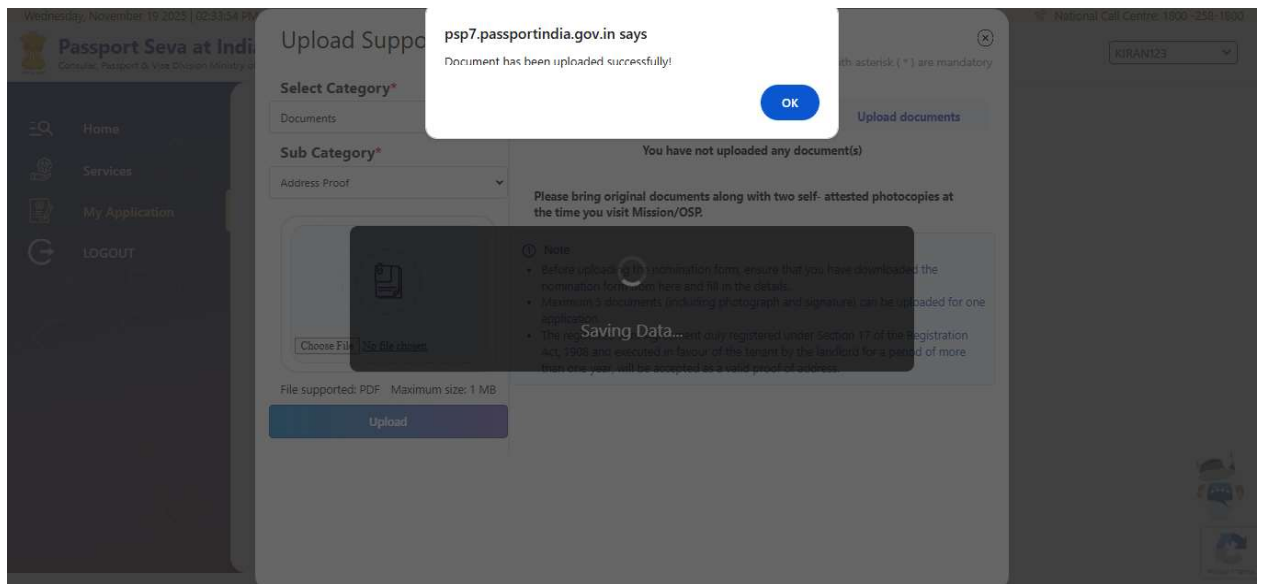
2. Document Requirements

- Maximum Size allowed 1 MB
- The total of all uploaded documents should be not more than 1 MB
- Please ensure the document uploaded is in PDF format
- Maximum 5 documents (including photograph and signature) can be uploaded for one application (In Upload Supporting Documents - Only 3 documents can be uploaded).
- The maximum number of attempts allowed to upload documents is 12 (including photograph and signature)
- If the applicant wishes to delete and re-upload the documents, a maximum of 12 attempts is permitted.

3. Uploading a Document: Steps to be followed



Choose the option to upload a document **1) Select Category 2) Sub Category 3) Click on Choose file 4) Select the file from the local device 5) Click on Upload**



A confirmation message stating “Document has been uploaded successfully!” will be displayed on the screen.

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Passport Seva at India
Consular, Passport & Visa Division Ministry of External Affairs

Home
Services
My Application
LOGOUT

Upload Supporting Documents (Optional)

Fields marked with asterisk (*) are mandatory

Select Category*
Select

Sub Category*
Select

Choose File | No file chosen

File supported: PDF Maximum size: 1 MB

Upload

Attachment Type	Attachment Description	Upload documents
Documents	Address Proof	View

Please bring original documents along with two self- attested photocopies at the time you visit Mission/OSP.

Note

- Before uploading the nomination form, ensure that you have downloaded the nomination form from here and fill in the details.
- Maximum 5 documents (including photograph and signature) can be uploaded for one application.
- The registered Rent Agreement duly registered under Section 17 of the Registration Act, 1908 and executed in favour of the tenant by the landlord for a period of more than one year, will be accepted as a valid proof of address.

National Call Centre: 1800 -258-1800

KIRAN123

Once uploaded, the document will be displayed on the screen for your review.

Note: The total of all uploaded documents should be no more than **1 MB**

4. View the Uploaded Document

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Home
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LOGOUT

Upload Supporting Documents (Optional)

Fields marked with asterisk (*) are mandatory

Select Category*
Select

Sub Category*
Select

Choose File | No file chosen

File supported: PDF Maximum size: 1 MB

Upload

Attachment Type	Attachment Description	Upload documents
Documents	Address Proof	View

Please bring original documents along with two self- attested photocopies at the time you visit Mission/OSP.

Note

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National Call Centre: 1800 -258-1800

KIRAN123

Applicant may click on the **View** button to access the uploaded document. It will be displayed in a new window.

5. Delete the Uploaded Document

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Home
Services
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LOGOUT

Upload Supporting Documents (Optional)

Select Category*
Select

Sub Category*
Select

Choose File No file chosen

File supported: PDF Maximum size: 1 MB

Upload

Uploaded Documents

Attachment Type	Attachment Description	Upload documents
Documents	Address Proof	View ✕

Please bring original documents along with two self-attested photocopies at the time you visit Mission/OSP.

Note

- Before uploading the nomination form, ensure that you have downloaded the nomination form from here and fill in the details.
- Maximum 5 documents (including photograph and signature) can be uploaded for one application.
- The registered Rent Agreement duly registered under Section 17 of the Registration Act, 1908 and executed in favour of the tenant by the landlord for a period of more than one year, will be accepted as a valid proof of address.

If the applicant wishes to remove the uploaded document, they can do so by clicking the red colored delete button.

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Consular, Passport & Visa Division Ministry of External Affairs

Home
Services
My Application
LOGOUT

Upload Supporting Documents

Select Category*
Select

Sub Category*
Select

Choose File No file chosen

File supported: PDF Maximum size: 1 MB

Upload

Document deleted successfully.

OK

Uploaded Documents

Attachment Type	Attachment Description	Upload documents
Documents	Address Proof	View ✕

Please bring original documents along with two self-attested photocopies at the time you visit Mission/OSP.

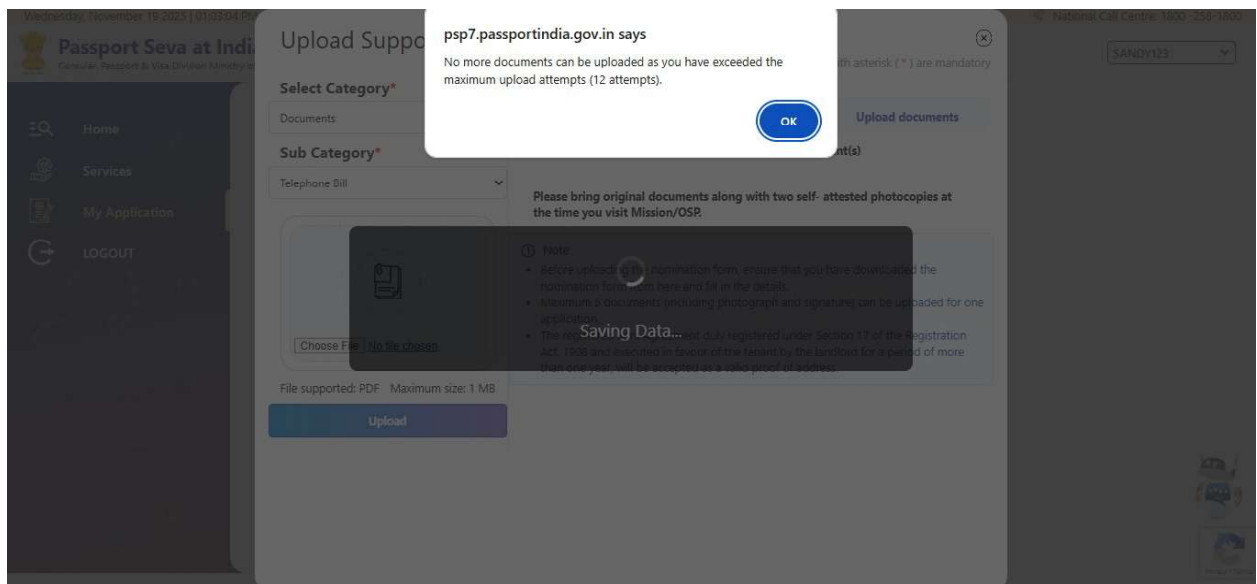
Note

- Before uploading the nomination form, ensure that you have downloaded the nomination form from here and fill in the details.
- Maximum 5 documents (including photograph and signature) can be uploaded for one application.
- The registered Rent Agreement duly registered under Section 17 of the Registration Act, 1908 and executed in favour of the tenant by the landlord for a period of more than one year, will be accepted as a valid proof of address.

After the document is successfully deleted, a confirmation message stating “Document deleted successfully” will be displayed on the screen.

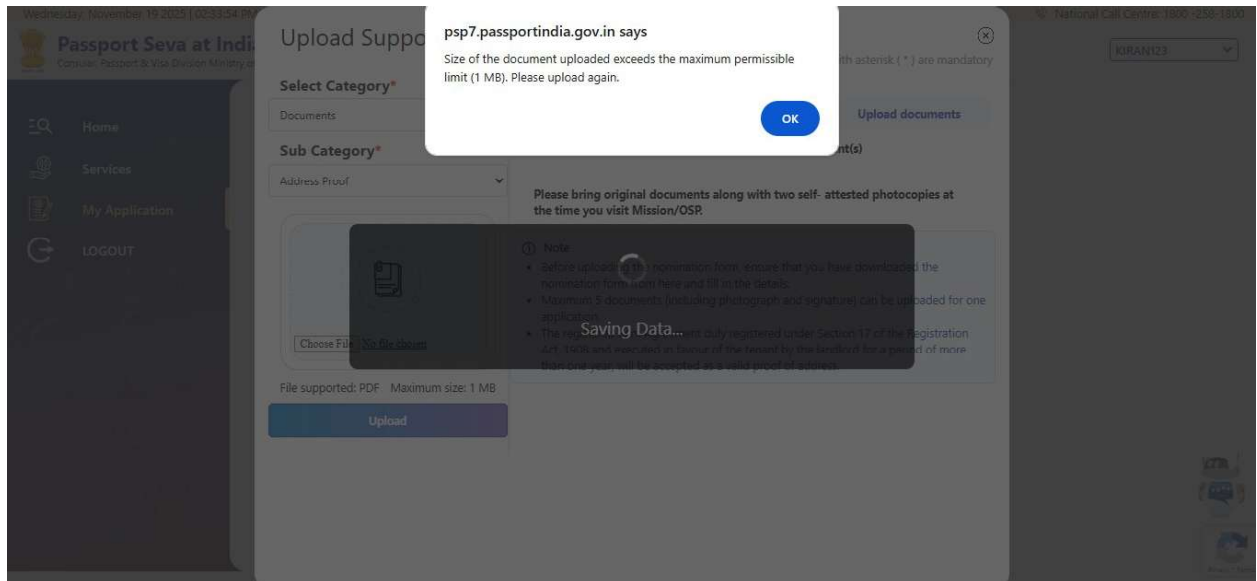
Note: If the applicant intends to delete and re-upload the documents, a maximum of 12 attempts is permitted (including photograph and signature).

6. Error Handling



Error “No more documents can be uploaded as you have exceeded the maximum upload attempts (12 attempts)”

Solution: This form should be ignored. The applicant must fill and submit a new form for processing.



Error: Size of the document uploaded exceeds the maximum permissible limit (1 MB). Please upload again.

Solution: Ensure that the total size of all documents uploaded is not more than 1 MB.

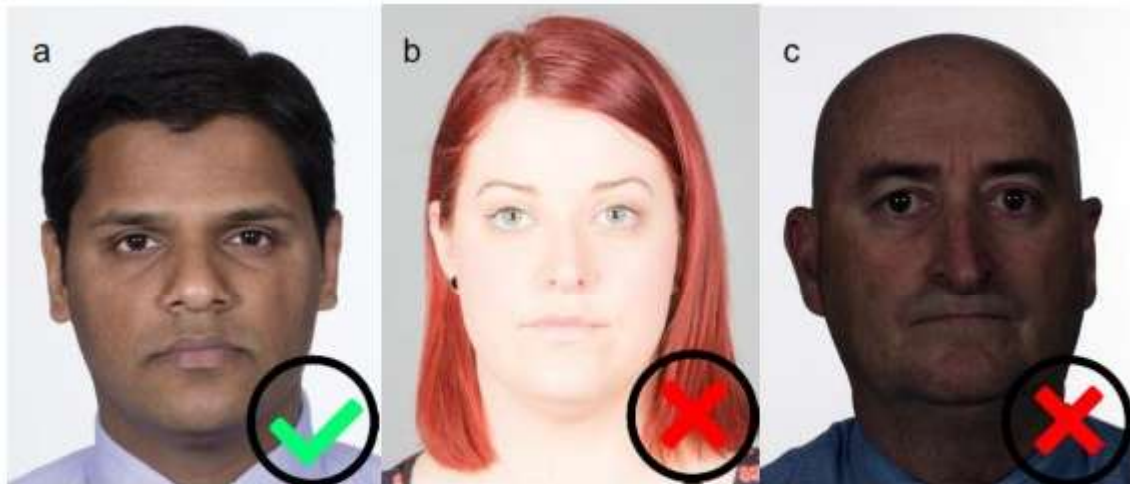
Guidelines for ICAO Compliant Photographs for Passport Applications

Here are the photograph guidelines as per ICAO standards to be adhered to capture photograph or upload in the passport application.

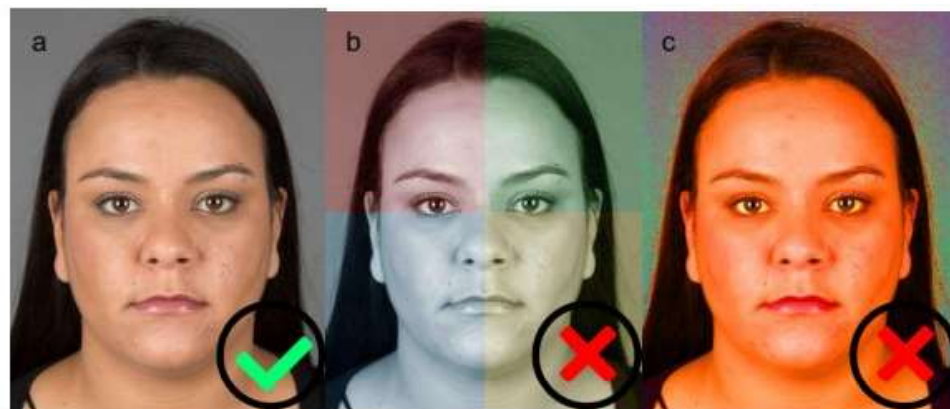
1. Close up of the head and top of the shoulders such that the face takes up 80-85% of the photograph.
2. The photograph should be in color and dimensions should be 630*810 Pixels.
3. Photos should be unaltered by computer software.
4. Background of the photograph should be White.
5. The photographs must –
 - I. Show the applicant looking directly at the camera.
 - II. Show the skin tones naturally.
 - III. Have appropriate brightness and contrast.
 - IV. Show the applicants eyes open and clearly visible.
 - V. Should not have hair across the eyes.
 - VI. Be taken with uniform lighting and not show shadows or flash reflections on the face and no red eye.
 - VII. Mouth should not be open.
 - VIII. Be taken from distance of 1.5 meters from a camera (not too close)
 - IX. Should not be blurred
6. It should have full face, front view, eyes open.
7. Photo should be present full head from top of hair to bottom of chin.
8. Centre head within frame (head should not be tilted).
9. There should not be any distracting shadows on the face or in the background (should not have reflection of the glasses; glasses to be taken off to avoid reflections).
10. Illumination shall not cause any red eye effects visible in the eyes or other effects reducing the visibility of the eyes.
11. Head coverings are not permitted except for religious reasons, but the facial features from bottom of chin to top of forehead and both edges of the face must be clearly shown.
12. The expression on the face should look natural.



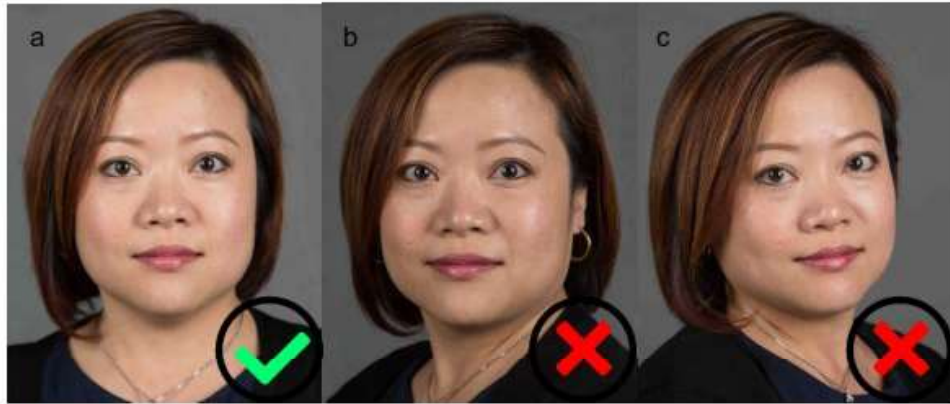
Non-compliant portraits: a) Side illumination, b) Top illumination, c) Bottom illumination.



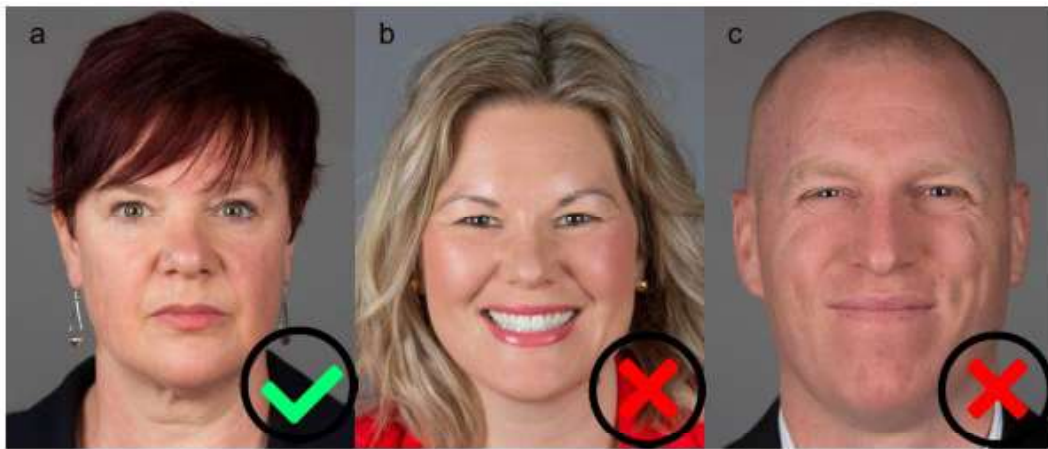
a) Compliant portrait, b) Over exposure, c) Under exposure.



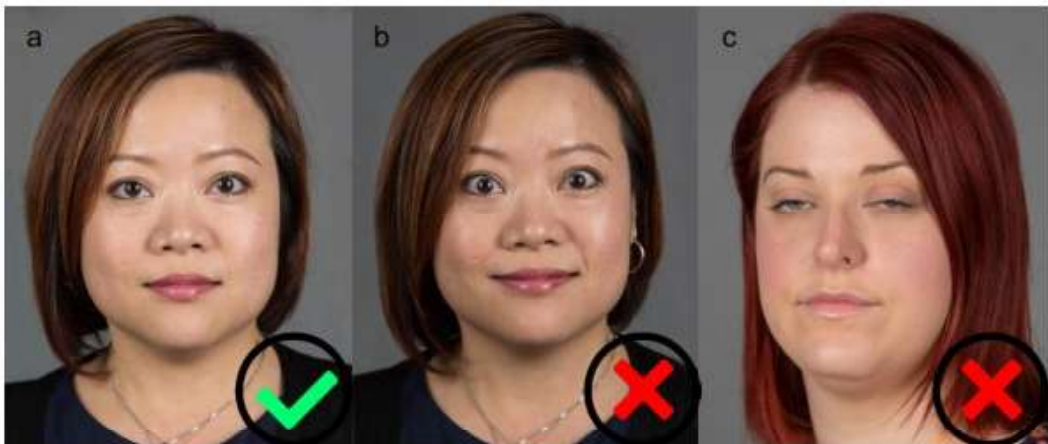
a) Compliant portrait, b) Colour deviations, c) Excessive saturation in hue, saturation, & luminance (HSL) colour space.



a) Compliant portrait, b) Shoulders not aligned toward the camera, c) Shoulders not aligned toward the camera, head tipped to the side.



a) Compliant portrait, b) Smiling person, c) Person smiling with closed mouth.



a) Compliant portrait, b) Unnaturally wide opened eyes, c) Eyes not fully opened.



a) Compliant portrait, b) Strong reflections on glasses, c) Glasses worn on the head, d) Frame crossing the eyes, e) Compliant image, f) Sunglasses, g), h) Frames partially covering the EVZ.



a), b), c), d) Compliant child portraits.



a) Toy, b) supporting person, c) Non-neutral background, d) Supporting hands.