

**OFFICIAL ADVISORY: PASSPORT SERVICES &
PROCEDURES FROM REGIONAL PASSPORT OFFICE(RPO),
LUCKNOW**

GENERAL INFORMATION:

This advisory provides important instructions for applicants visiting PSK, POPSK and RPO, Lucknow. Applicants are advised to carefully read the following instructions before submitting or processing their passport applications.

A.ABBREVIATIONS:

Abbreviation	Meaning
PSK	Passport Seva Kendra
POPSK	Post Office Passport Seva Kendra
RPO	Regional Passport Office
ARN	Application Reference Number
PCC	Police Clearance Certificate
PVR	Police Verification Report

B. BOOKLET & FEES:

Category	Description	Fees
Ordinary Passport Booklet	36 visa pages for standard travel	₹1500
Jumbo Passport Booklet	60 visa pages for frequent travelers	₹2000
Jumbo Opt-in	Facility to upgrade at Counter 'A' during submission	+ ₹500 extra

➤ **Note:**

- **Re-issue Criteria:** Passports are re-issued for expiry, damage, loss, change in particulars, or exhaustion of pages.
- It is recommended to apply for a new passport once the current document crosses the nine-year mark.
- **Validity:** Adult passports and passports for minors who have completed High School are **valid for 10 years**. Passports for minors who have not completed high school are valid for **5 years**.

C. APPOINTMENT AND ADDITIONAL INFORMATION:

The appointment system is strictly regulated. Failure to adhere to these timelines results in fee forfeiture.

- **Mandatory Appointment:** Only applicants with prior and valid appointments are allowed at PSK/POPSK.
- **No Walk-ins:** General walk-in appointments for processing are strictly prohibited.
- **Rescheduling Policy:** Applicants are allowed a total of **3 chances** (1 original appointment + 2 reschedules).
- All procedures must be completed within **90 days** of the first appointment date. Applications pending for more than 90 days will be closed, and fees will be forfeited. Closed files cannot be reopened.

D. SPECIAL CASES & WALK-IN EXCEPTIONS:

Limited walk-in entry is permitted at RPOs between **10:00 AM and 12:30 PM** for:

1. **Surrender of Passport:** Upon acquiring foreign nationality.
2. **Official/Diplomatic:** Applications for government duty officials.
3. **Returned-Undelivered (RUD):** Cases where the passport was returned to the RPO.

4. **Extreme Urgency:** Applicants with **genuine and extreme urgency** supported by necessary documents. Ex: Medical Emergency etc.

E. MANDATORY DOCUMENT REQUIREMENTS:

To ensure a seamless processing experience, all applicants must adhere to the following document protocols:

- Originals are Mandatory: For all service types including Fresh, Re-issue, Normal, and Tatkaal it is mandatory to carry all **original documents** every time you visit the PSK/POPSK.
- Along with the originals, you must provide a set of **self-attested photocopies** of all required documents for every visit.
- Applicants are strongly advised to use **mAadhaar and DigiLocker** to fetch and verify Birth Certificates, Aadhaar, and Class 10 certificates to speed up the authenticity check.

E. 1.1: Procedures for "On-Hold" Cases:

If your application is placed "**On-Hold**" due to insufficient documentation or other complexities, the following rules apply:

- For such cases a re-visit is required, the applicant must bring all original documents every single time they visit the PSK/POPSK.
- All original documents must be produced in front of the **Verification Officer (VO) and Granting Officer (GO)** for verification purposes during each visit.
- You must complete the necessary procedures **within 90 days** of the first appointment date. Failure to do so will result in the file being "Closed" and the fees being forfeited.

F.APPLICATION PROCESS AT PSKs/POPSKs:

The passport application process generally involves:

1. Photo and Biometric Capture (Fingerprints and Signature).
2. Document Scanning.
3. Document Verification.
4. Granting Decision (only at PSK).

Normally, the entire process takes approximately 2–3 hours, Yet, due to complexity of some cases and staff leaves, processing of an application may take more time.

G.POLICE VERIFICATION REPORT (PVR):

The Police Verification Report is a critical background check where local authorities verify your identity, residence, and criminal record. A "**Clear**" report is essential for the issuance or continued validity of your passport.

Type	When it happens	Typical Use Case
Pre-verification	Before the passport is issued.	Standard for fresh/re-issue applications
Post-verification	After the passport is dispatched.	It is used for Tatkaal applicants.

G 1.1: Address Details for Police Verification:

Police verification is generally conducted based on the **residential address provided in the passport application form.**

Applicants must ensure that:

1. The **current residential address** mentioned in the application form is **correct and complete**.
2. All addresses where the applicant has **resided during the last one year** are clearly mentioned in the **Previous Address column** of the application form.
3. Each previous address should include **month and year of residence**.

Failure to disclose any address where the applicant resided during the last one year may lead to:

- Delay in passport processing
- Additional police verification
- Penalty under applicable rules

G 1.2. Specific Guidelines for Applicants:

A. General Applicants (Employed/Residents)

- If you have lived at more than one place in the last year, you must provide details (address, dates, and months) for each location in the "**Previous Address**" column.
- Verification may be conducted at both your current and previous workplaces or residences if required.

B. Student Applicants

Students have flexibility regarding which address appears on their passport:

- **Parental Address on Passport:** Enter your parents' home in the "**Current Residential Address**" column. List your hostel/college address in the "**Previous Address**" column and provide a **Bonafide Certificate** from your institution.
- **Study Address on Passport:** You may list your current hostel or rented residence as your "Current Address".

➤ **Important Note:**

The **address mentioned in the “Current Residential Address” field will be printed in the passport.**

Applicants are therefore advised to:

- Carefully verify the address entered in the application form.
- Ensure that the address is **complete, accurate, and matches supporting documents.**

H. RE-ISSUE OF PASSPORTS:

A **passport re-issue** means issuing a **new passport booklet with a new passport number**, while the previous passport is cancelled once the new passport is issued.

Applicants may apply for **Re-Issue of Passport** in the following situations:

Reason for Re-Issue	Key Requirement
Expiry / Exhaustion	Submit the old passport (original) + self-attested copies of the first and last two pages.
Damage/ Loss	Requires a detailed explanation and, in case of loss, a Police FIR/Report.
Change in Particulars	Supporting legal documents for the specific change (e.g., Gazette notification for name change).
Status Change (ECR to ECNR)	ECNR proof is mandatory to be produced in both fresh and re-issue cases. Applicants who passed SSC (Class 10) or higher are eligible.
Exhaustion of Passport Pages	You can apply for the re-issue of your passport.

- **Note:** Applicants must select “**Re-issue of Passport**” while filling the application on the **Passport Seva Portal**.

H 1.1: Emigration Check Not Required (ECNR) Status:

- Applicants who have passed **SSC (Class 10) or higher** are eligible for ECNR status.
- You must submit the **Original** and a photocopy of your highest educational qualification.
- Digital copies fetched via **DigiLocker** are now widely accepted for verification at PSKs/POPSKs.

H 1.2: Inclusion of Spouse Name:

- **Marriage Certificate:** An official certificate issued by the Registrar of Marriages.
- **Alternative (Annexure-J):** If a certificate is unavailable, an affidavit (Annexure-J) attested by a Notary is required.
- **Photo Requirement:** The affidavit must have a **joint photograph** of the couple with both signatures.
- **Strict Rule:** Computer-generated or digitally altered joint photos are **strictly rejected**.

Applicants are advised to ensure that the **spouse name is correctly spelled and matches the supporting documents**.

I. CHANGE IN DATE OF BIRTH (DOB):

DOB correction cases will be considered in the following instances:

1. **Re-issue for Minors:** When a passport was issued to a minor who wishes to correct the DOB upon becoming a major.
2. **Five-Year Window:** When the correction is applied for **within 5 years** of the passport's issuance.

Applicants must apply for "Re-issue" and select "Change in Personal Particulars". RPO Lucknow evaluates these based on the Passport Rules, 1980.

I. 1.1:Supporting Documents (Illustrative):

Applicants may be required to submit one or more of the following documents:

Document	Purpose
Birth Certificate issued by Municipal Authority	Primary proof of Date of Birth
School Leaving Certificate	Supporting DOB proof
Matriculation Certificate	DOB verification
Government ID containing correct DOB/POB	Supporting evidence

RPO Lucknow will evaluate documents as per **Passport Rules, 1980 and subsequent guidelines**.

➤ **Important Note:**

Applicants must ensure that:

- **Name, Date of Birth, and Place of Birth match across all submitted documents.**
- Any discrepancy in documents may result in **delay or rejection of the request.**

J.PUBLIC NOTICE & ADVISORY:

The Ministry of External Affairs (MEA) and the Regional Passport Office (RPO) Lucknow issue these warnings to ensure a secure and transparent application process.

➤ **2026 Latest Update:**

Applicants are informed that documents available in DigiLocker can be integrated with their passport application at PSK / POPSK. This facility is available just before token generation after reaching the PSK/POPSK on the scheduled appointment date, enabling applicants to digitally fetch valid documents from DigiLocker for verification during the application process.

Status Tracking: Applicants can track their application status on the portal after logging in. Regular SMS and email updates are also sent to the registered phone number and email address.

J. 1.1: Important Travel Warnings:

- Applicants are strongly requested **not** to purchase air tickets or finalize international travel plans until they have a valid passport in their physical possession.
- While the process is streamlined, issuance may take additional time due to document deficiencies, adverse police reports, or technical verification needs.

J. 1.2: Anti-Fraud & Third-Party Warning:

- **Zero Tolerance for Touts:** Desist from dealing with unauthorized agents, "touts," or intermediaries. The Government of India has **not** authorized any person or agency to book appointments or promise "assured" urgent service.
- **Use Official Channel Only:** Use only the official government portal: www.passportindia.gov.in. Any other website claiming to offer passport services may be fraudulent or charge exorbitant unauthorized fees.

J. 1.3: Integrity of Information

- Providing incorrect information regarding marital status, educational qualifications, criminal history, or previous addresses is a **punishable offense** under the Passports Act, 1967.
- Suppression of facts or submission of forged documents leads to the immediate imposition of financial penalties and potential denial of future passport services.
- You can modify your data during the "A-Counter" processing stage. However, **no changes** are accepted by the system once the application is finally submitted at the PSK/POPSK.

J. 1.4: Digital Security

- To ensure document authenticity, use the **mPassport Seva** app for tracking and **DigiLocker** for presenting verified digital certificates.
- Real-time updates on your application and Police Verification status can be tracked only via the official portal or National Call Centre.

K. OFFICIAL CONTACT CHANNELS:

- **Portal:** www.passportindia.gov.in
- **National Call Centre:** 1800-258-1800 (Toll-Free)