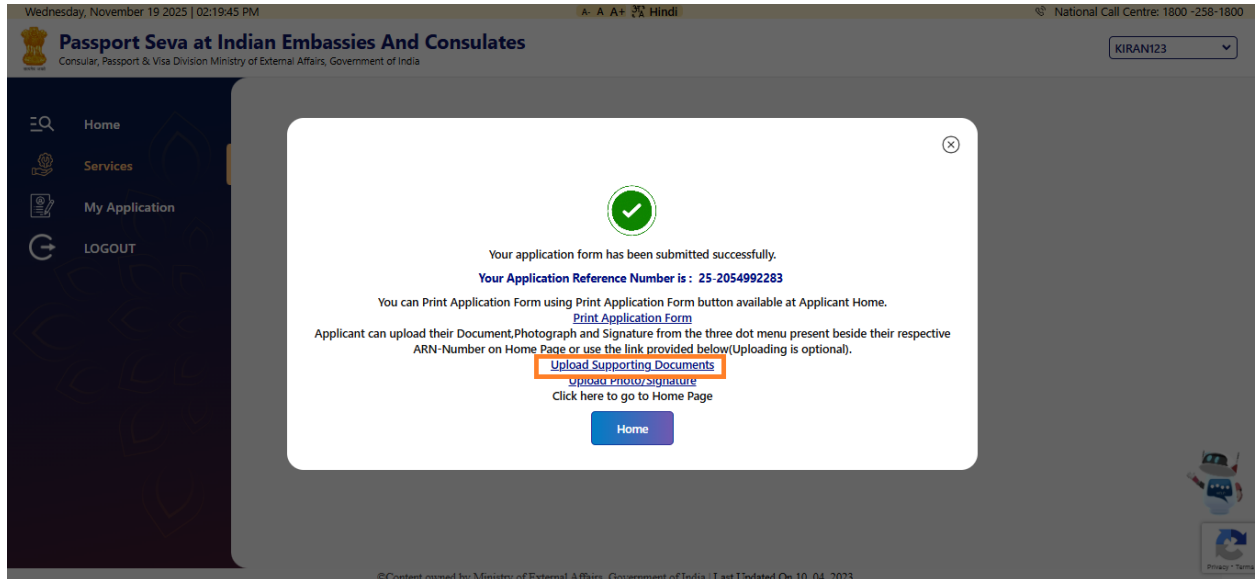
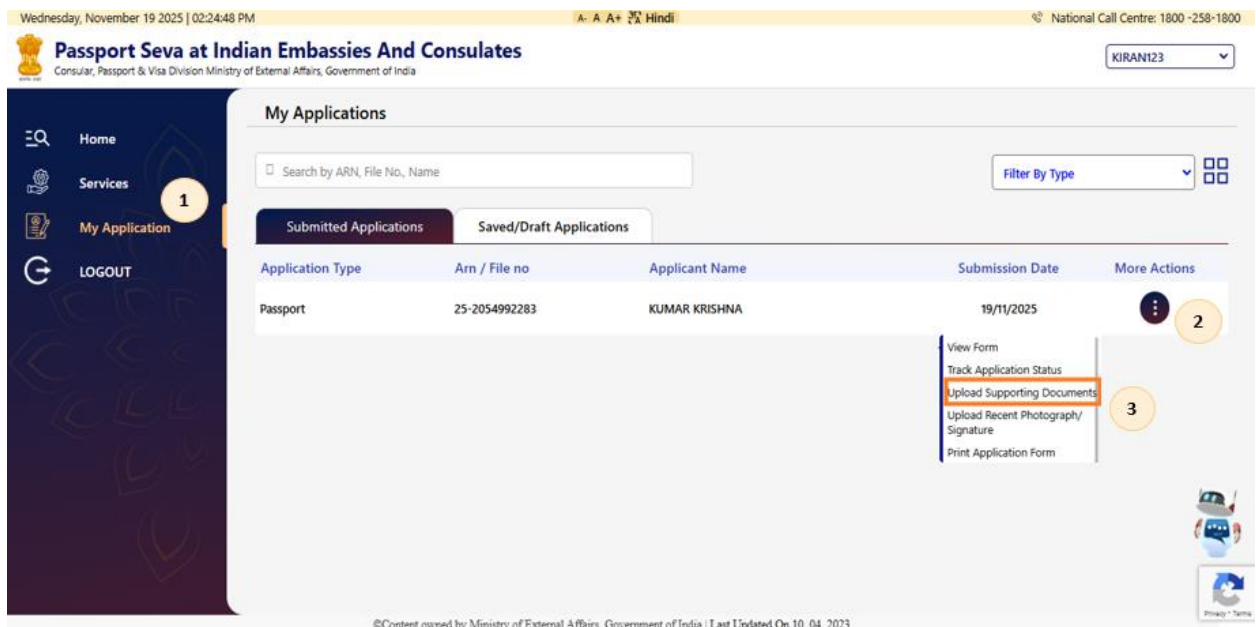


# SOP for document uploading in Applicant Portal

## 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 dots 3) choose Upload Supporting Documents**

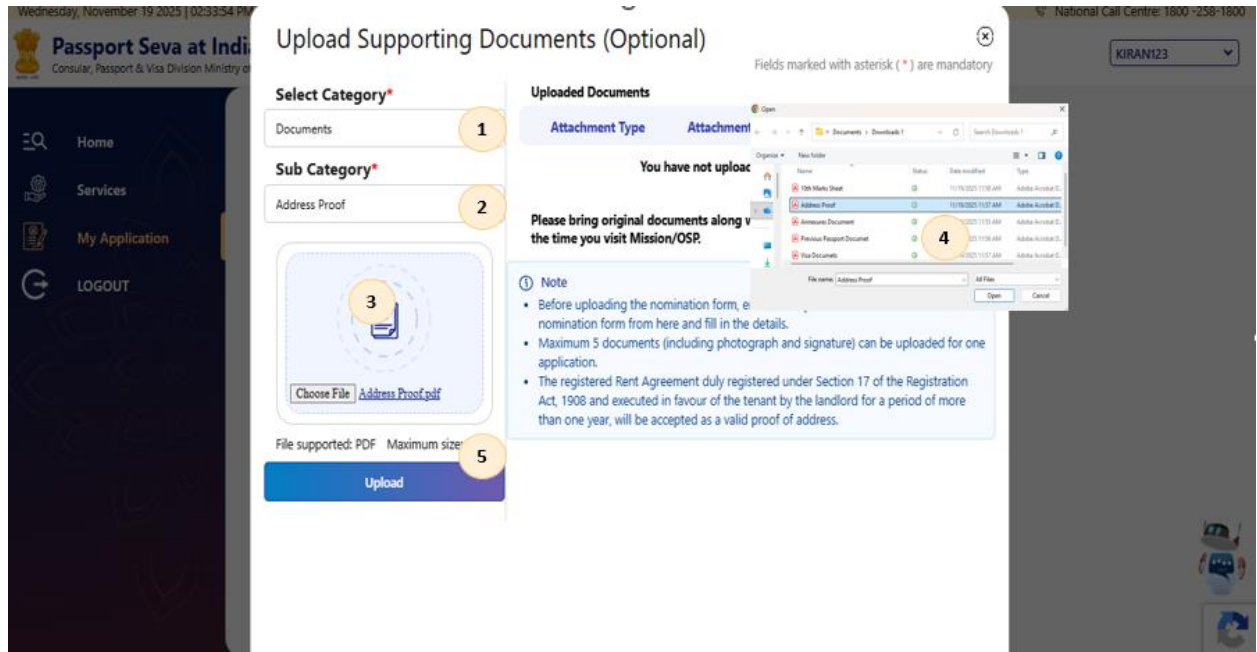
The screenshot shows the 'Upload Supporting Documents (Optional)' interface. On the left is a dark sidebar with 'Passport Seva at India' and navigation links: Home, Services, My Application (highlighted), and LOGOUT. The main content area has a title bar with a close button and a note: 'Fields marked with asterisk ( \*) are mandatory'. Below the title are two dropdown menus for 'Select Category\*' and 'Sub Category\*'. A file upload section features a dashed box with a document icon, 'Choose File' and 'No file chosen' buttons, and text indicating 'File supported: PDF Maximum size: 1 MB' and an 'Upload' button. To the right, the 'Uploaded Documents' section has tabs for 'Attachment Type', 'Attachment Description', and 'Upload documents'. It shows 'You have not uploaded any document(s)' and a note with instructions: 'Please bring original documents along with two self- attested photocopies at the time you visit Mission/OSR.' and a list of requirements: 1. Note: Before uploading the nomination form, ensure that you have downloaded the nomination form from here and fill in the details. 2. Maximum 5 documents (including photograph and signature) can be uploaded for one application. 3. 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. The right sidebar shows a user profile 'KIRAN123' and a National Call Centre number '1800-258-1800'.

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

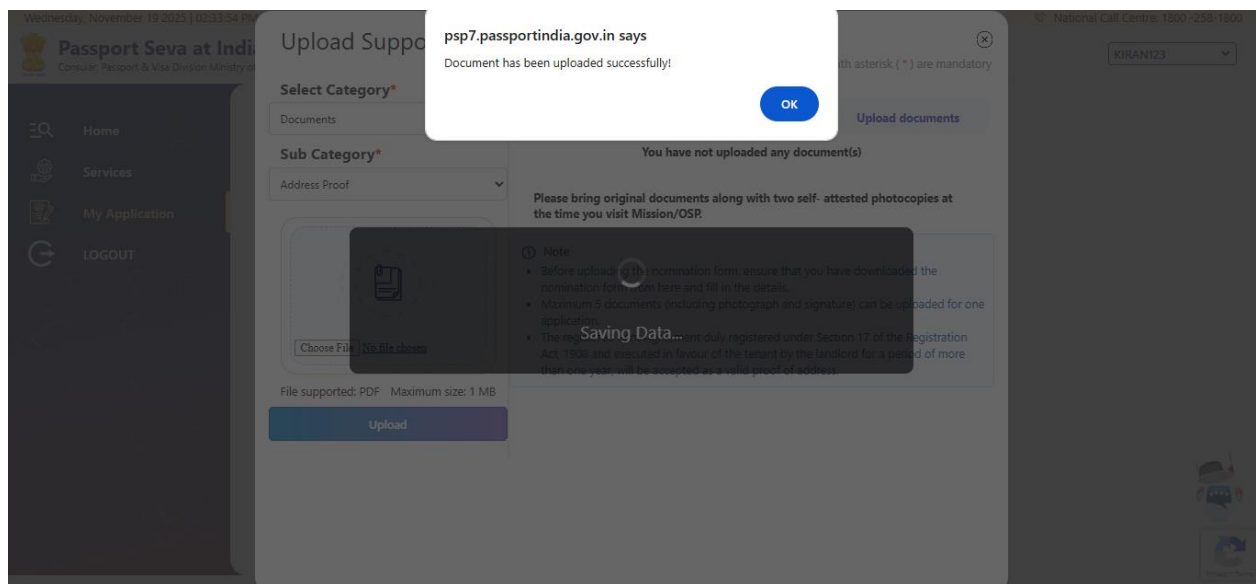
## 2. Document Requirements

- 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	<a href="#">View</a>

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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**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	<a href="#">View</a>

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

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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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		<a href="#">View</a>
Address Proof		<input type="button" value="X"/>

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

Home  
Services  
My Application  
LOGOUT

Upload Supporting Documents

Document deleted successfully.

OK

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		<a href="#">View</a>
Address Proof		<input type="button" value="X"/>

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

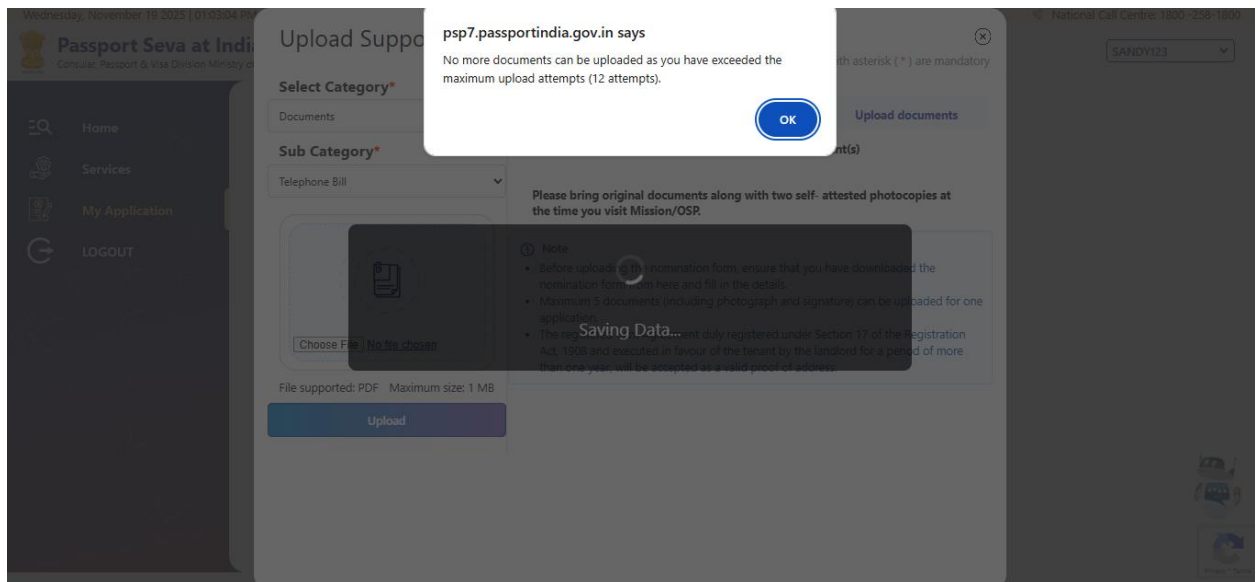
Note

- 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.

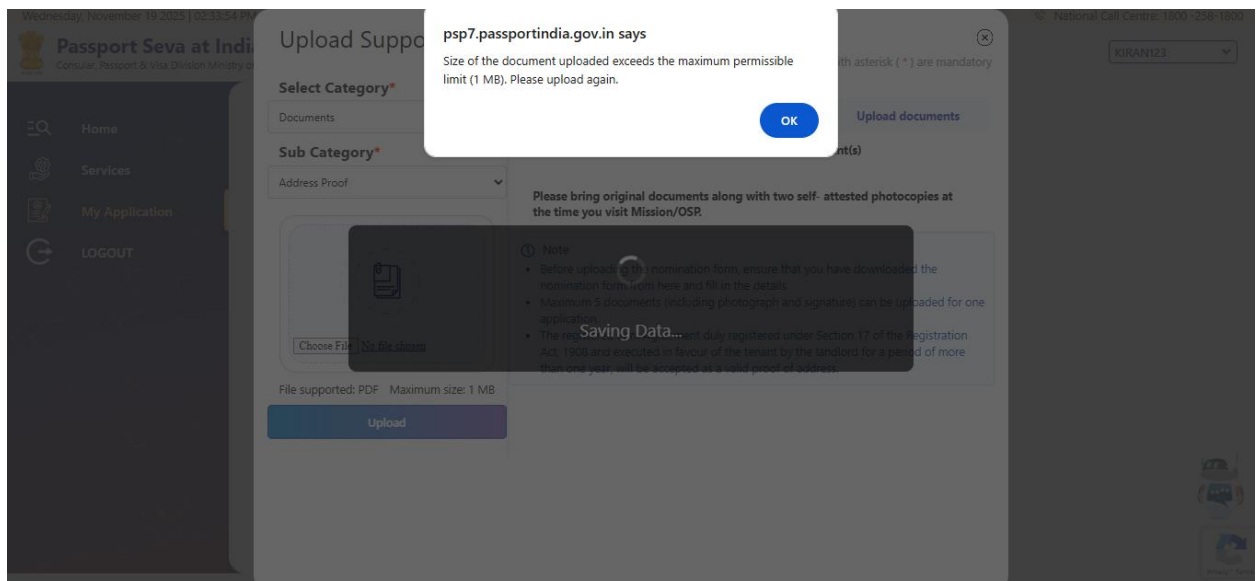
**Note:** If the applicant intends to delete and re-upload the documents, a maximum of 12 attempts is permitted (including photograph and signature).

## 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.