Passport Services- FAQ

Q1. How do I apply for a Passport?

    A.   All the applicants are advised to visit : https://indianembassyjakarta.gov.in

        Website : https://embassy.passportindia.gov.in mail : **cons.jakarta@mea.gov.in** **or** **consular1.jakarta@gmail.com**

Contact Number : +62 21 2522299   Submission Time : 9.00 – 12.00 Collection Time : 16.00 – 16.30
                                                (During Covid-19, change to 9.00-12.00)

Q 2.What are the various passport services and which form has to be filled in?

A. The various passport services are:

- **Issue of Fresh Passport:** A new born child can apply for fresh passport if applying for the first time.
- **Re-issue of Passport:** You may apply for a re-issue of passport if you want another passport in lieu of an existing passport for any of the following reasons:

Adult: Passport Expiring within 1 year of validity	Minor
Exhaustion of pages	Exhaustion of pages
Lost Passport	Lost Passport
Damaged Passport	Damaged Passport
Change in passport particulars	Change in passport particulars

No extensions of validity on passports issued. There will always be a re-issue on a new application.

Q3. What type of passport applications are processed by IVS?

- **Ordinary Passport** consists of 36 pages. It is valid for 10 years from the date of issue and can be renewed for another 10 years.
- **Jumbo passport** consists of 60 pages and will not be issued to minors.

Q 4. What type of photographs are required for Passport?

A. The photo specifications are as follows:

- Photo must be professional grade, a photo printed from a **home/personal printer** will be **rejected**
- The size of the photograph should be 2 Inch x 2 Inch or 5 cm x 5 cm for all types of passport services and white background
- Your recent **colored** passport size photograph should be pasted in the box meant for affixing the photograph
- The photo must have adequate **brightness** and **contrast**
- Close of head and top of shoulder so that face takes up **70 – 80%** of the photograph
- **Ears** should be **visible**
- **Eyes** should be **open** and clearly visible (No hair across the eyes)
- Skin tone should be **natural**. It should not be too **dark** or too **light**
- Head coverings, hair or facial ornaments should **not** obscure the face
- Should not have '**Red eye**'

- Should not have **reflection** of the **flash**
- Face should be **directly facing** the **camera** (Portrait style)
- The background should be of **white color**
- Photograph should not be older than **3 months**
- In case of **minor**, no uniform
- If wearing **prescription glasses** then make sure that the frames do not cover any part of the eyes.
- Photograph should be without any distracting objects. For example: No chair at the background, toys or other people to be visible
- Photo must **not** be **stapled**
- Photo must be **scratch free**

Q5. Can an applicant request for a change or amendment in any of the personal particulars in his/her passport at the time of re-issue of his/her passport?

- Yes, the applicant can go for the amendment in one or more personal particulars. However, the applicant has to clearly mention at the appropriate place that he/she is seeking an amendment in one or more personal particulars. It is relevant to mention that normally no amendments are permissible unless correct documentary evidence is provided in support of the claimed change in status. For any change in personal particulars, individual has to apply for new passport. No changes are made as endorsements in the existing passport. However, applicants seeking change in date and place of birth needs court order for the change or otherwise seek prior clearance of Embassy before submitting the application.

Damaged Passport

Q. What is the definition of damaged passport?

A. Damaged passport is classified further based on the extent of damage, i.e.:

- Passport number is unreadable, name is illegible and Photo is not intact
- Damaged beyond recognition/ mutilated/smudged entries/washed out/torn/ or apparently visibly damaged

Q. What is the procedure to apply for duplicate passport in case of damaged passport?

A. To apply for a duplicate passport in case of damaged passport, you will have to apply for "**Re-issue**" of passport.

Loss of passport

Q. What do I do if I lose my passport?

A.Loss of passport should be immediately reported to the **nearest Police Station** and an **FIR** to be filed. You can apply for "Re-issue" of passport at the Embassy and submit the required documents including the FIR along with your passport application form.

Q. What can I do if I have lost my passport and have to travel to India urgently due to an emergency like serious illness or death in the family?

A. You need to contact the Indian Embassy to apply for issuance of another Passport or Emergency Certificate.

Q. I am an Indian. I lost my Indian passport but I do not have a photocopy of the same. What should I do?

A. A photocopy of your old passport should be produced, if it is available. If the passport photocopy is not available, you will be required to produce the previous passport details such as the **Passport number, Date of Issue, Date of Expiry and Place of Issue** while filling the passport application form at Embssy.

Change of Appearance

Q. My appearance has changed. What should I do?

A. To change the photograph in the passport, you have to apply for "Re-issue" of passport.

Change of Name

Q. My name has changed. Can I travel in my previous name? Otherwise, how do I change the name on my passport?

A. Once you have changed your name, it is advisable to have your name changed on your passport as well.

You must have a court order duly certified by the Ministry of External Affairs, New Delhi to change your name in the passport and apply for a "Re-issue" of passport.

Q. What documents are required when there is a change in name on account of divorce?

A. You are required to produce a **Notarized** copy of your **Divorce Decree** duly certified by the Ministry of External Affairs, New Delhi and apply for a "Re-issue" of passport. Once you have changed your name, it is advisable to have your name changed on your passport as well.

Q. There is a mistake in the spelling of my name in the passport. What can I do?

A. If you find any mistake/error in the particulars printed in the passport booklet as per the application form submitted, please return the passport for necessary rectification before using it for any international travel and within 1 month from the date of issue. If there is a misrepresentation of facts, then a penalty could also be imposed. However, applicants are requested to ensure that the passport applications are submitted without any errors since applicants have themselves fed the data.

Q.The Surname field is blank on my passport. And my full name is written in the Given Name field. What is the process to add the surname to my passport?

A. If the surname field is blank and the full name (first and last name) is written in the given name field, then even to move/add the last name in the 'Surname' field, you have to follow the name change process. Additionally, you will have to produce a **Duly Notarized Sworn Affidavit** for change of name.

Q. Explain Adult, Minor child and Maiden to Married change in name.

Maiden to married change in name

When a person (traditionally the wife) assumes the family name of the spouse after marriage, that name replaces the birth name (Family name since birth) is known as maiden to married change in name.

For example:

- If the applicant changes the name from **Ritu Sharma (Maiden name)** to **Ritu Thakur(Married name)**

IMPORTANT: In this case, only the last name can be changed on the basis of 'Marriage certificate'. If the first name also changes along with the last name, then the applicant needs to follow the process of complete name change.

Adult change in name

When a person adopts a name different from their birth name (Name since birth) will lead to a change of name. This also applies to person who re-arranges their current name.

For example:

Complete change in name	Re-arranging the current name
Amit Sharmato Raj Kumar	Amit Kumar Sharma to AmitSharma Kumar

Minor child change in name

When a minor child adopts a name different from their birth name (Name since birth) will lead to a change of name. This also applies to person who re-arranges their current name.

For example:

Complete change in name	Re-arranging the current name
Amit Sharmato Raj Kumar	Amit Kumar Sharma to Amit Sharma Kumar

Q. If a change in name is not due to marriage then?

A. You need to follow the process of change in name.

Change of Date of Birth / Place of Birth

Q. What is the process to change the date/place of birth in the passport?

A. To change the date/place of birth in the passport, you have to apply for a "Re-issue" of passport and get the specified change done in the personal particulars. Applicants seeking change in date of birth or place of birth are to seek approval of the Embassy before submitting the application if there is no court order for the change sought.

Change of Spouse's Name

Q. What is the process to endorse my spouse's name on my passport?

A. To endorse the spouse's name on your passport, you have to apply for a **'Re-issue'** of passport and get the specified change done in personal particulars.

Q.My spouse is a foreign citizen. What document(s) do I need to submit along with my passport application to include his/her name in my passport?

A. For the applicants whose spouse is a **foreign citizen** and the name needs to be included in the passport, one of the following documents need to be submitted along with the passport application:

- Marriage Certificate issued by the Indian Mission after it is attested by the Ministry of External Affairs, New Delhi   .
  OR
- Marriage Certificate issued by Foreign Government, duly attested/apostille either by:
  - The Indian Mission/Post in the jurisdiction from where the Marriage Certificate was issued.
    OR
  - By marriage Certificate issued in India by Indian authorities (Marriage Officer/Registrar of Marriage)

  OR

- Marriage Certificate issued by Foreign Embassy/High Commission/Consulate of that country in India (to which the foreign spouse is a citizen).