Consular Advisory

With effect from 15th August 2020, the Embassy of India has been integrated to a new Passport Seva Portal under the Government of India’s mission to integrate all Embassies abroad with the RPO’s for Passport related services such as Passport reissue, issue of Police Clearance certificates, Emergency Certificate and Surrender of Passports. The new portal is already active in over 100 Embassies all over the world and is aimed at making citizen services more efficient and transparent.

2. Under this new system, all applications for the above services will now have to be mandatorily submitted through the online PSP portal. The detailed instructions for filling and sending the applications are given on the Embassy website (www.eoilisbon.gov.in) and link to fill the form is https://portal3.passportindia.gov.in/. Sample forms and do it yourself videos are being posted on the website and social media handles.

3. All Passport and PCC applications require mandatory fresh police verification from India which will be done through the new PSP portal only. Please note that processing of PCC and passport related services can take up to 45 days according to the new system. Therefore, you are requested to keep this in mind and apply for consular services with the Embassy accordingly.

4. While some old applications have already been returned, however to simplify the process, henceforth applicants who filled the old forms will receive an email from the Embassy. These applicants are advised to apply afresh on the above portal within 5 working days of receipt of the notice and send the PDF version of the submitted application (containing the ARN No and scanned latest photo of correct specifications and signatures) by email to oci.lisbon@mea.gov.in and confirm the same so we can start the process, otherwise their documents will be returned to them to avoid pendency at the embassy and expiry of their postal drafts.

5. Incomplete forms, lack of proper documents, applications without photos attached causes undue delays and rejection of the application. Therefore, applicants are required to go through the instructions given on the website carefully. Applicants sending their application without registering with the Embassy on Sampark Portal will be summarily rejected. Please note registration on Sampark is for the convenience of the applicant for easy status checking.

6. Applicants can check their Consular service status on the Embassy website (www.eoilisbon.gov.in) with the Send by Post (SBP) Number or Passport Number. If your application has not been processed even after 45 days, you can write to us on conspassport.lisbon@mea.gov.in.

7. Due to COVID-19, physical attendance at the Embassy is presently restricted. However, if you require your passport back for urgent SEF appointment, you are requested to kindly come to the Embassy between 10.30 to 12.30 hours on Monday and Thursday only and strictly adhere to the guidelines in regard to physical attendance.