



Consular Service Provider Module

CONSPROM



CONSPROM

CONsular Service PROvider Module

Presented by:

Parau Murmu

CONSPROM

- * What is CONSPROM?
 - * CONSPROM Module is a part of IVFRT
 - * It act as intermediate step between Mission and the applicant
 - * It's a Standardized application for all 3rd party alliances that handle Visa Application on behalf of applicant.
 - * URL- <https://consprom.nic.in/IVFRT-CSPM/>

Purpose of CONSPROM

- * To bring the Visa process Online that are handled by the 3rd party alliances like
 - * authorized agents
 - * OSP (Outsourcing Service Provider)
 - * SP (Service Provider)
 - * IVAC (Indian Visa Application Center) of Indian Mission abroad
 - * e.g
BLS INTERNATIONAL, VFS GLOBAL, IVS GLOBAL PVT LTD,
SBI-IVAC

Purpose of CONSPROM

- * All agents
 - * Can be **monitored** and brought under **the unified control**
 - * **Transparency** of financial transactions done by Service Provider(SP)
 - * Ensure that SP **does not alter and manipulate data** and the **confidentiality** of data beyond the limitation.

Facilitates Mission

1. Government owned **Uniform system**.
2. To ensure that the SP gives receipt only for **approved services** with permissible rates.
3. To ensure that SP **does not alter/manipulate data** beyond a limit.
4. To ensure that amount deposited by SP should match with cash report.
5. On every change Mission needs to update fee in agency server.
6. **Monitoring** of service charges of IVAC's.
7. Data Confidentiality.

Facilitates Mission

8. Provide the facility for central Auditing.
9. Cash and Cancellation reports for mission.
10. SMS and email notifications for the applicants.
11. Transparency of financial transactions done by the third party.
12. Tracking of information by mission so that they can track the activities of Agents.
13. Single window system for Visa, Passport, OCI, PIO and other consular service.
14. Effectively Monitoring the ICWF fund accounting.

Mission Monitors

1. Breakup of fee charged by IVAC on behalf of Missions.
2. Breakup of fee charged by IVAC for them.
3. Breakup of select VAS charged by IVAC.
4. Receipt cancellation by IVAC along with reason.
5. Application pending by IVAC.
6. Provide the facility to SP with the help of this they can check the status of application and update the applicant.

CONSPROM w.r.t IVFRT

VISA SELF SERVICE

VSS

Indianvisaonline.
gov.in

CONSULAR SERVICE PROVIDER
MODULE

CONSPROM

consprom.nic.in

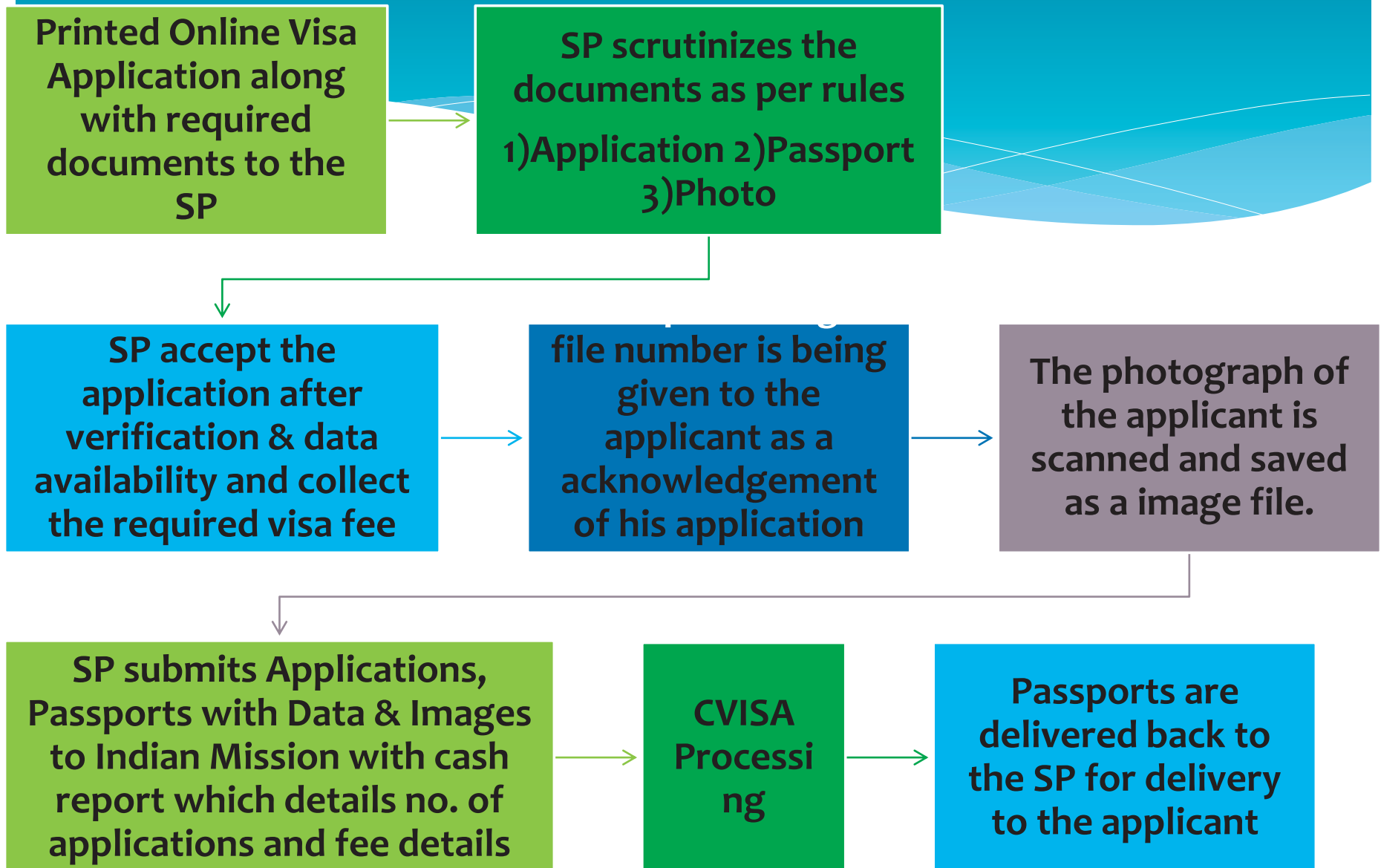
CENTRALISED VISA ISSUANCE SYSTEM

CVISA

cvisa.nic.in

Basic workflow by Service Provider (SP)

Basic workflow by SP



Basic Process Flow inside CONSPROM

Online Visa Acceptance

Applicant comes with printed application form generated from indianvisaonline.gov.in.

The counter official will enter in the CSPM web application by supplying credentials like user name password

The counter official will read the webfile no. from this printed application using barcode on the printed.

Receipt print is done and final file number is generated

Clear Data

Recheck applicant details and approve to be send to Mission

Cancel Visa Receipt/ Photograph

Cancellation of a Receipt may be done . Receipt should not be older than 24 hours and the data for that receipt (file no.) should has not been generated for the mission.

Cancellation of the Image of the applicant may be done from here as in case the image uploaded by the applicant is not in clear etc.

Data Generation

Clear Data by Agent

Generate data and image by Mission and upload in CVISA

Role : Mission User

Administration for a
Outsource
Agency at
Mission End

Add VAS
Charges

Download/
Generate Data

Role : Admin User
of Outsourcing
Agency :

Create operational user
and Allotment of roles

Enter Locations of OC
and AC.

Generation of data to be
sent to mission.

Cancellation of Processed Visa
Application photograph and
uploading a fresh photo for
the same.

Download Audit Data

Role : Normal User
of Outsourcing
Agency :

Process Visa
Application

Cancel Fee
receipt, Cancel
image

Role : Call Centre
User :

Passport
movement
search
according to
the desired
status and
date of birth
of the
applicant.

MISSIONS

- * Some names of Missions using CONSPROM are
 - * CANADA-TORONTO, CANADA-VANCOUVER, FRANCE-PARIS, RUSSIA-MOSCOW, SPAIN-MADRID, BANGLADESH-DHAKA

Menu

VISA ADMINISTRATION

Online Data Synchronization

Application Quality Check

Download Data for Auditing

Upload File

APPLICATION PROCESSING

Online Visa Acceptance

Cancel Visa Receipt

Cancel Processed Photograph

PASSPORT MOVEMENT

Passport Track Status

REPORTS

Cash Reports

Miscellaneous Reports

Detail Cash Report



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FRAP

NVA

FRAP-FRANCE-PARIS



Services

CHANGE PASSWORD

Change Password

DOWNLOADS

AGENCY ADMINISTRATION

MISSION ADMINISTRATION

VISA ADMINISTRATION

APPLICATION PROCESSING

PASSPORT MOVEMENT

REPORTS

UPLOAD FILE

USER MANAGEMENT

EXIT

Service Provider Module

WORKING INSTRUCTIONS

1. It is mandatory to check all the required documents before accepting and registering the application into the system (Scrutining of the application).
2. Only complete application with all necessary documents can be registered in the system as the application cannot be put on hold.
3. Cancellation of the receipt can be only done on the same day.
4. After registering, the data which has to be sent to the mission should be marked in CLEAR State (From Quality Check option)
5. Only data in Clear State can be generated and downloaded by the mission .
6. Passport movement is possible only after the data is in Generated State.
7. Service providers are requested to carry cash report to the mission available at **REPORTS -> DETAIL CASH REPORT** with the name "**Visa Cash Consolidate Report**" in Select Report drop down list.

Contact Us

MEA Support Center, New Delhi, Tel. Nos. : +91-11-26172983, +91-11-26172984

Email Id : support[at]mea[dot]gov[dot]in

Login valid Upto: 19 Min 57 Sec

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- Services
- CHANGE PASSWORD
- DOWNLOADS
- AGENCY ADMINISTRATION**
- Create Admin User For Service Provider
- Agency Account Administration
- MISSION ADMINISTRATION
- VISA ADMINISTRATION
- APPLICATION PROCESSING
- PASSPORT MOVEMENT
- REPORTS
- UPLOAD FILE
- USER MANAGEMENT
- EXIT

User Creation At Agent Site

Agent Code Location Sercategory ID

Role Code Name Sur Name

Email

- ADMIN USER
- COUNTER USER
- AGENCY RECEPTION
- PASSPORT MOVEMENT USER
- BIOMETRIC USER
- MISSION DATA GEN USER

submit

User Name	E-mail	Location ID	Login Status	Action to be taken		
FRAP010		NA	LoggedOut	User Logout Drop User Password Reset User Update		
FP010003	ADMIN USER	NAYNA MB	infofrance@vfshelpline.com	VFS Global Paris	LoggedOut	User Logout Drop User Password Reset User Update
FP010002	COUNTER USER	TEST TEST	est@test.com	VFS Global Paris	LoggedOut	User Logout Drop User Password Reset User Update
FP010001	ADMIN USER	ABHINANDAN MAURYA	abhinandan.maurya@nic.in	VFS Global Paris	LoggedOut	User Logout Drop User Password Reset User Update

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Services
CHANGE PASSWORD
DOWNLOADS
AGENCY ADMINISTRATION
MISSION ADMINISTRATION
VISA ADMINISTRATION
VISA Data Generation
APPLICATION PROCESSING
PASSPORT MOVEMENT
REPORTS
UPLOAD FILE
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EXIT

Data Generation

Select Agent

Select Date  (dd-mm-yyyy)

Please Download Data File as well as Image File

Generate Data File

Generate Image File

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EXIT

Data Generation

Please select Agent...

Select Agent

Select Date  (dd-mm-yyyy)

Please Download Data File as well as Image File

- Generate Data File
- Generate Image File

Records yet to be generated by selected Agent
0 for 20-07-2023 .

Generate

Current remaining applications at Outsource Agency 0 for 20-07-2023 .

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- Services
- CHANGE PASSWORD
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- VISA ADMINISTRATION**
 - Application Quality Check**
 - Single File Quality Check
 - Download Data For Auditing
 - Online Data Synchronization
 - VISA Data Generation
- APPLICATION PROCESSING
- PASSPORT MOVEMENT
- REPORTS
- UPLOAD FILE
- USER MANAGEMENT
- EXIT

Application Quality Check

From Date To Date
 Mode
 Location
 --Select Stage--

--Select Stage--

FEE ACCEPTED

CLEAR

DATA GENERATED

Login valid Upto: 19 Min 59 Sec

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Application Quality Check

From Date To Date Mode FEE ACCEPTED Location

Total No. of Record: 1

RECORD THAT HAVE THEIR FEE ACCEPTED

SEARCH:	MISSION	FILE NO.	PPT NO.	NAME	PHOTO UPLOADED	DOCUMENT UPLOADED
Enter File Number	FRAP	FRAPV0209518	PASS1230	TEST SURN	Not Available	Document
1 of 1 Pages						

Select Status

--Select--

--Select--

CLEAR

FEE ACCEPTED

Update

Login valid Upto: 19 Min 57 Sec

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- Cancel Visa Receipt
- Cancel Processed Photograph
- Remarks After Acceptance
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- EXIT

Online Visa Acceptance

Web File Number

GO

Print Barcode

Reprint Receipt

Print Address



Passport Details

Passport No.

Passport Issue Place

Issue Date (dd-mm-yyyy)

Date of Expiry (dd-mm-yyyy)

Present Address1

Present Address2

Present Address3

Present Country

Applicant Details

Surname

Given Name

Date of Birth (dd-mm-yyyy)

Nationality

Mobile:-

Email:-

Place Of Birth

Gender

Visa Request Details

Passport Type

Visa Services

Visa Type

No. of Entries

Duration

Currency

Visa Apply Date (dd-mm-yyyy)

Payment Details

Payment Mode

Chq/DD/Postal No.

Bank Name

Payment Date (dd-mm-yyyy)

Mission Charges

Urgent Mission

Mission Services

Sp. Mission Charge* 0.0

Default ICWF Charge 0.0

Referral Charge 0.0

Visa Fee 0.0

Misc. Charge 0.0

Agency Charges

Photocopy

VAS Services*

Sp. Agency Charge*

Default Services Charge 0.0

Tax 0.0

Travel Agent:*

Referral No Yes



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Online Visa Acceptance

Web File Number

FRAPV0209518

GO

Print Barcode

Reprint Receipt

Print Address



Passport Details

Passport No.

Passport Issue Place

Issue Date (dd-mm-yyyy)

Date of Expiry (dd-mm-yyyy)

Present Address1

Present Address2

Present Address3

Present Country

Applicant Details

Surname

Given Name

Date of Birth (dd-mm-yyyy)

Nationality

Mobile:-

Email:-

Place Of Birth

Gender

Visa Request Details

Passport Type

Visa Services

Visa Type

No. of Entries

Duration

Currency

Visa Apply Date (dd-mm-yyyy)

Payment Details

Payment Mode

Chq/DD/Postal No.

Bank Name

Payment Date (dd-mm-yyyy)

Mission Charges

Urgent Mission

Mission Services

Sp. Mission Charge *	<input type="text" value="0"/>
Default ICWF Charge	<input type="text" value="3"/>
Referral Charge	<input type="text" value="0"/>
Visa Fee	<input type="text" value="114"/>
Misc. Charge	<input type="text" value="0"/>

Agency Charges

Photocopy

VAS Services *

Sp. Agency Charge *	<input type="text" value="0"/>
Default Services Charge	<input type="text" value="8.77"/>
Tax	<input type="text" value="1.75"/>
Travel Agent: *	<input type="text" value="--Select--"/>
Referral	<input checked="" type="radio"/> No <input type="radio"/> Yes

VF Services Limited2
The Hague Visa Application Center
Parkstraat 99, 2514 JH
JORDON , JORDAN
HST/GST/VAT : NL8514.80.330.B.02
Visa Fee Acknowledgment and Receipt



Print Receipt

FILE NUMBER JORAV0014910
NATIONALITY Ukraine
NAME KRISH TRICOIRE
PPT NO TES123456
SERVICE Medical Visa
CURRENCY DINAR JORDAN

MISSION CHARGES

ICWF	30.00
FEE AMOUNT	190.00
Total (Mission Chrgs.)	220.00

SERVICE PROVIDER CHARGES

Agent Charges*	20.00
Computer & Internet*	1.00
Covid 19 Safety Surcharge	12.00
Sms*	10.00
TOTAL(SP CHARGES)	43.00

* Represents The Taxable Services

Bank / Tax Charges

TAX(21%)	6.51
Total (Tax / Bank C h a r g e s)	6.51

GRAND TOTAL	269.51
Total Amount Paid	269.51
Refundable Amount	0

RECEIVER : TESTNAME TESTSUR(#1)

Application can only be withdrawn on same date

Contact Time NA

Print Barcode

Visa Type : Business Visa DOP : 21-07-2023
Name : Test Surn
Agency: Vfs Global



FRAPV0209518

LOC: A #1

Print Address

File Number : FRAPV0209518

Name : Test Surn

Address : Add1,

Add2,

Add3, Belgium

Contact No. : 32498261588 Postal Code: 1401



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Cancel Visa Receipt

Web File Number* FRAPV0209518

Find Applicant

Passport Details

Passport No.	PASS1230	Date Of Birth	07-NOV-1992
Name	TEST	Nationality	BELGIUM
SurName	SURN	Date Of Visa Reg.	21-JUL-2023
Father Name	TESTFATHERNAME		

Reason* --Select--

Remark

Cancel Receipt

*Cancellation Is Allowed Within Same Day Only

Login valid Upto: 19 Min 56 Sec



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Cancel Photograph

Web File Number

FRAPV0209518

Go



Passport Details

Passport No.	PASS1230	Date Of Birth	07-NOV-1992
Name	TEST	Nationality	BELGIUM
SurName	SURN	Date Of Visa Reg.	21-JUL-2023
Father Name	TESTFATHERNAME		

Cancel Image

Login valid Upto: 19 Min 58 Sec

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No Of Passport Moved:

Select Movement:

--Select--

Update

- Select--
- Passport Sent To the Mission
- Passport Received from Mission at Agency
- Passport Handed Over / Sent to Applicant
- Passport Despatch to Applicant from Mission
- Passport Ready for collection by Applicant from Agency
- Passport Ready for Despatch to Applicant from Agency
- Passport in Safe Custody of Agent
- Returned from Mission without Visa Sticker.
- Foreign Passport Sent to the Mission
- Foreign Visa application sent to the mission without Passport
- Sent To OC
- Sent To AC



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- Services
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 - Single Passport Movement
 - Passport Movement
 - Passport Track Status
- REPORTS
- UPLOAD FILE
- USER MANAGEMENT
- EXIT

Passport Track Status

Select Search Option ▾

Enter Webfile No.

Submit

Web File No.	Passport No.	Movement Date	Movement By	Passport Status
FRAPV0209518	PASS1230	21-07-2023	FP010001	Accepted At Agent End
FRAPV0209518	PASS1230	21-07-2023	FP010001	Passport Sent To the Mission
FRAPV0209518	PASS1230	21-07-2023	FP010001	Passport Received from Mission at Agency
FRAPV0209518	PASS1230	21-07-2023	FP010001	Passport Ready for collection by Applicant from Agency
FRAPV0209518	PASS1230	21-07-2023	FP010001	Passport in Safe Custody of Agent
FRAPV0209518	PASS1230	21-07-2023	FP010001	Passport Handed Over / Sent to Applicant

1

Web File No	Name	Contact No.	Email	D.O.B	Nationality	Service Name	Referral Case	Movement
FRAPV0209518	TEST SURN	32498261588	BENOIT.ADANT123@IBA-GROUP.COM	07-11-1992	BELGIUM	BUSINESS VISA	No	SHOW

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Cash Report

Report From 21-07-2023 To 21-07-2023

CURRENCY : EURO

LOCATION : VFS Global Paris

s No.	File Number	Name	Passport Number	Nationality	Father Name	Gender	Duration	Mode	Visa Service	Payment Mode	ICWF	Visa Fee	Fax	Mission Misc.	Mission Tot(Excl ICWF)	Service Charges	VAS Chrgs.	Agent Total	Tax+ Bank	G. Total
1	FRAPV0209518	TEST SURN	PASS1230	BELGIUM	TESTFATHERNAME	M	6 MONTHS	NORMAL	BUSINESS VISA	CASH	3	114	0	0	114	8.77	0	8.77	1.75	127.52
MISSION TOTAL : 114.00		AGENT TOTAL : 8.77				TOTAL TAX : 1.75			TOTAL ICWF : 3.00			GRAND TOTAL :127.52								

Data Sharing with Biometrics module

- * To provide applicant details for biometric capturing

<https://consprom.nic.in/cspmws/>



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THANK YOU