


Common Issues (which are part of the design)

Retrieve Application



We are unable to find your application. Please check your details

* Mandatory Fields

Application Reference Number *

Date of Birth * 

Travel Document Number *

~~026596~~  

Submit


- 1) One of the data entered is wrong (tracking ID, Passport number, Date of birth)
Example: Mistaking difference O and 0 in the tracking id or entering or wrong date of birth entered while filling the form.
- 2) Application is expired after a few days or multiple refreshes (this is done in order to avoid bots)

Solution

Incase applicant is not sure about details they can expire the application by following steps on **Schedule appointment page**.

Travel Document Details

Travel Document Number*

Date of Issue* 

Enter the passport number (incase there is an incomplete application with the passport number a popup will appear similar to the below image)

Visa Application

Your application with **Application Reference Number/ Tracking ID** [REDACTED] is currently in incomplete status.
Please select the below option to proceed.

[Continue with Current application](#)

[Continue with Earlier application](#)

[Cancel](#)

Select On **Continue with Current Application** (and a popup be displayed as per the below image)

Visa Application



You will now continue with the current application form. Please note your earlier application will be deactivated and will be no longer available.

[Proceed](#) [Cancel](#)

Select Proceed and your previous application will be expired

Incase you see the below image refresh the page

Travel Document Details

Travel Document Number*	Date of Issue*	Valid until*
[REDACTED]	2020-NOV-01 	2022-NOV-30 

This passport number is already added