General Instructions for Citizens While Submitting Application

Step 1
- Type in URL https://bit.ly/3ehd3Za in the browser or scan the QR Code mentioned above.
- Alternatively click on https://serviceonline.gov.in/directApply.do?serviceId=1371
- Alternatively Visit http://jammu.nic.in/COVID19 and click on appropriate links

Step 2
- Ensure that you have all the details to be filled in the application form including scanned photograph, functional Mobile and eMail Address (ePASS will be sent through mail and status as SMS).
- SMS and eMails would be sent by application with regard to your application status.

Step 3
- Annexures to be uploaded should also be available with you handy. ID Proof and other document claiming your purpose of ePASS are required to be uploaded.

Step 4
- In case of Scanned picture, the size of picture should be greater than 20KB and also less than 200KB
- Annexures to be uploaded should not be more than 1MB in size.

Step 5
- All the fields marked with "*" are mandatory and cannot be skipped
- Select your ePASS type. Enter all the fields in the application form and click on SUBMIT button. Editing of the application can be done.

Step 6
- In the next page you will be asked to ADD ANNEXURES. In case of mistakes, application can be edited at this stage also.
- Click on ADD ANEXURE button and uploaded ANNEXURES (Size of each not more than 1MB).

Step 7
- First Annexure is ID Proof.
- Second Annexure is not Mandatory for all. It is to be uploaded by individuals who want to add additional documents to support their claim for ePASS.

Step 8
- Add both the annexure and preview your application and once satisfied only then click on submit button. EDIT function can be used to edit application.
- Your application form once submitted will generate an acknowledgement on registered mail as well as SMS also indicating your ePASS reference Number.

Step 9
- Once your ePASS application is approved / rejected by the authority, you will be intimated accordingly through SMS / eMail. If approved ePASS will be sent through eMail.
- Go to https://serviceonline.gov.in and click on TRACK APPLICATION STATUS.

For any other Queries you may contact District Control Room