

# CITIZEN'S CHARTER

January 2020

Improving Public Service Delivery



Delivering services to citizens is at the heart of what MEA does. Our continuous effort is to provide a responsive and efficient delivery of citizen services.



**Ministry of External Affairs**  
Government of India

# Citizen's Charter-Ministry Of External Affairs

## 1. Passport Services

S. No.	Service Rendered	Fees/ Charges	Procedure	Indicative Timeline
1.	Issue of Ordinary Passport	<p>Fee calculator is available on the Passport Seva Online Portal.  <b>Follow the link:</b>  <a href="https://portal1.passportindia.gov.in/AppOnlineProject/fee/feeInput">https://portal1.passportindia.gov.in/AppOnlineProject/fee/feeInput</a>                      OR Refer  <a href="https://portal1.passportindia.gov.in/AppOnlineProject/pdf/GSR_731_dtd_28.09.2012.pdf">https://portal1.passportindia.gov.in/AppOnlineProject/pdf/GSR_731_dtd_28.09.2012.pdf</a></p> <p>Tatkaal Scheme                      An additional payment of Rs. 2000 is levied for passport under the Tatkaal Scheme.</p>	<p>Step by step procedure is available on the Passport Seva Online Portal.  <b>Follow the link:</b>  <a href="https://portal1.passportindia.gov.in/AppOnlineProject/online/procEFormSub">https://portal1.passportindia.gov.in/AppOnlineProject/online/procEFormSub</a></p>	<p><b>1. For Fresh issue:</b>                      Up to 30 working days (Police Verification (PV) period excluded)  <b>2. For Re-issue:</b>                      Up to 7 working days in cases where pre-police verification is not required and up to 30 working days in cases where PV is required [PV period excluded]                      3. For Tatkaal: Upto 3 working days subject to the condition that the applicant is eligible for issue of passport under the Tatkaal Scheme. (For eligibility, please check on link:  <a href="https://portal1.passportindia.gov.in/AppOnlineProject/docAdvisor/attachmentAdvFresh">https://portal1.passportindia.gov.in/AppOnlineProject/docAdvisor/attachmentAdvFresh</a></p>
2.	Issue of Diplomatic Passport and Official Passport	No fee	<p>Step by step procedure is available on the Passport Seva Online Portal.  <b>Follow the link:</b>  <a href="https://portal1.passportindia.gov.in/AppOnlineProject/online/procDiplomaticFormSub">https://portal1.passportindia.gov.in/AppOnlineProject/online/procDiplomaticFormSub</a></p>	Individual applications are processed and passport issued within 7 working days
3.	Issue of Police Clearance Certificate (for Indian passport holders applying for long term immigration/ visa in respect to some countries/ employment visa)	Rs. 500	<p>Step by step procedure is available on the Passport Seva Online Portal.  <b>Follow the link:</b>  <a href="https://portal1.passportindia.gov.in/AppOnlineProject/online/pccOnlineApp">https://portal1.passportindia.gov.in/AppOnlineProject/online/pccOnlineApp</a></p>	Up to 30 working days (In cases where police verification is required)

S. No.	Service Rendered	Fees/ Charges	Procedure	Indicative Timeline
4.	Issue of Surrender Certificate (for persons surrendering passport to renounce Indian citizenship)	Rs. 500 (if Foreign nationality acquired before 01.06.2010)  Rs. 5000 (if Foreign nationality acquired after 01.06.2010)	Step by step procedure is available on the Passport Seva Online Portal.  <b>Follow the link:</b> <a href="https://portal1.passportindia.gov.in/AppOnlineProject/online/procFormSc">https://portal1.passportindia.gov.in/AppOnlineProject/online/procFormSc</a>	Up to 3 working days (In cases where police verification is not required)
5.	Issue of LoC Permit (for J&K residents who wish to visit relatives across the LoC)	No charges	Step by step procedure is available on the Passport Seva Online Portal.  <b>Follow the link:</b> <a href="https://portal1.passportindia.gov.in/AppOnlineProject/online/procFormLoc">https://portal1.passportindia.gov.in/AppOnlineProject/online/procFormLoc</a>	Depends upon case to case basis

*All Timelines are applicable from the date of receipt of complete documentation and subject to satisfaction of PIA and the requisite clearances/ verifications.*

**Link to find the required document checklist:**

<https://portal1.passportindia.gov.in/AppOnlineProject/welcomeLink> -> Home -> Document Advisor

## Grievance Redressal

Any grievance or complaint arising out of any non-compliance of service standards, failure in delivery of service or in the functioning of a PIA may be logged online at (a) Central Public Grievance Redress and Monitoring System (CPGRAMS) [www.pgportal.gov.in](http://www.pgportal.gov.in) or (b) [www.passportindia.gov.in](http://www.passportindia.gov.in) or (c) register at toll free no. 1800-258-1800

## Feedback/ Suggestions

Feedback and suggestions can be given by (i) logging on to passport portal [www.passportindia.gov.in](http://www.passportindia.gov.in) (ii) calling toll free no. 1800-258-1800 or (iii) writing to Assistant Passport Officer (PG), Public Grievance Cell, Room no. 24, CPV Division, Ministry of External Affairs, Patiala House Annexe, Tilak Marg, New Delhi 110001, Tel. no. 011-23384519, 23384497, Fax no. 011-23384461, e-mail: [passport.pg@mea.gov.in](mailto:passport.pg@mea.gov.in)

Please note that for all passport related services for Indians abroad, they need to contact the nearest Embassy/ Consulate.

**Link to the contact information of different Embassy/ Consulate:**

<http://mea.gov.in/indian-missions-abroad-new.htm>

**For Frequently Asked Questions (FAQ), please refer:**

<https://portal1.passportindia.gov.in/AppOnlineProject/online/faqMainPage>

**To Download mPassportSeva Mobile app please refer:**

<https://portal2.passportindia.gov.in/AppOnlineProject/user/mPassportSeva>

## 2. Consular services

### Apostille & Attestation Services

S.No.	Service Rendered	User Charges	Procedure	Timeline
1.	<b>Apostille</b> (applicable in case of document attestation for member countries of The Hague Convention- <a href="http://www.hcch.net/en/instruments/conventions/status-table/?cid=41">www.hcch.net/en/instruments/conventions/status-table/?cid=41</a> )	<b>MEA:</b> Rs. 50 per Apostille (Printing charges of Apostille service)  <b>Outsourced agencies</b> ( for collecting and delivering the documents): Rs 40	<b>Visit link for detailed information about the procedure:</b> <a href="http://mea.gov.in/apostille.htm">http://mea.gov.in/apostille.htm</a>  <b>Note:</b> (i) CBSE, Maharashtra Education Board and CII documents can only be attested through e- Sanad (ii) Only Pre-authenticated documents through designated State/UT authorities would be Apostilled by MEA.	3 working days
2.	Normal Attestation (for all countries, not member of The Hague Convention and where Apostille is not accepted)	<b>MEA:</b> Free  <b>Outsourced Agencies</b> ( for collecting and delivering the documents): Rs 40  <b>Attestation of documents:</b> Free of Cost.	<b>Visit link for detailed information about the procedure:</b> <a href="http://mea.gov.in/apostille.htm">http://mea.gov.in/apostille.htm</a>  <b>Note:</b> only Pre-authenticated documents through designated State/UT authorities would be Attested by MEA.	3 working days

### No Obligation to Return to India (NORI) Service

S. No.	Service Rendered	User Charges	Procedure	Timeline
1.	Issue of No Obligation to Return to India (NORI) Certificate  (Indian nationals holding J-1 or other type of Visas may be required to submit a NORI Certificate while applying for H1B Visa for waiver of 2 year stay back in India)	USD 20  No Fee	Applicants staying in USA need to apply to the Indian Missions/Posts concerned in USA. Those who are neither in USA nor in India, may apply to the Indian Missions/Posts of the country they are currently in.  Those who have returned to India may apply in the CPV Division (Consular-I Section), MEA, Patiala House Annexe, Tilak Marg, New Delhi ; [Tel: 011-23389165 ; Email: <a href="mailto:socons@mea.gov.in">socons@mea.gov.in</a> ]  <b>Visit the link for detailed information about the procedure and required documents:</b> <a href="http://www.mea.gov.in/nori.htm">http://www.mea.gov.in/nori.htm</a>	7 days from the date of submission of complete application (consisting NOCs from RPO, M/o HRD and State Home department and Waiver Review Case Number).

### 3. Overseas Employment Services & Protectorate General of Emigrants (PGE)

Sl.No.	Description of Services	Officer responsible (designation for providing service Landline/Email	No. of working days within which services to be provided	Documents required.
1.	Issue of <b>Eligibility Letter</b> to the Applicant Under Section 11(2)(b) of the Emigration Act, 1983	<p>Protector General of Emigrants.            Phone: 011-2687 4250            Fax: 011 2419 7984            Email:-pge@mea.gov.in</p> <p>Application may be submitted online on the emigrate.gov.in and routed through the Office of the concerned Protector of Emigrants</p>	<p><b>30 WORKING DAYS from the date of receipt of complete documentation</b></p> <p>(The number of days specified to provide services is subject to availability of documents complete in all respect. Time limit is not inclusive of time consumed in any additional information required for the submission of rectified/deficient documents)</p>	<p>Application should be submitted online through emigrate.gov.in and routed through the Office of the concerned Protector of Emigrants, along with following documents:</p> <ol style="list-style-type: none"> <li>1. Form- I duly signed and stamped by the applicant.</li> <li>2. Online payment/Demand Draft of Rs.25,000/- in favour of PAO, MEA, New Delhi as processing fee for the application under Rule 7(2) of the Emigration Act 1983.</li> <li>3. The Passport-Size photographs of Proprietor/Managing Partner/Managing Director of the Proprietorship/ Firm/ Company self-attested.</li> <li>4. Statement showing the Name/Age and Residential address of Proprietor/All Partners/All directors of the along with designation and business activities undertaken during the last five years.</li> <li>5. Specimen signature of the Proprietor/Managing Partner/Managing Director self-attested</li> <li>6. Copy of the applicant's Bachelor Degree or two years Diploma or equivalent from a recognized university or institute as per rule 7(2)(i) of the Emigration Act 1983 duly verified by University/Institute concerned.</li> <li>7. A statement showing the Assets and Liabilities of the proprietor, if the applicant is sole proprietor, and of the managing partners or the managing director if the applicant is a firm or a company as the case may be duly verified by a chartered accountant having a certificate of practice under the Chartered Accountants Act, 1949 (38 of 1949), showing the financial soundness of the applicant, under Rule 7(2)(ii).</li> <li>8.             <ol style="list-style-type: none"> <li>(a) Resolution taken by all the partners authorizing one of the partners to act as Managing Partner and to sign papers on behalf of the firm</li> <li>(b) Copy of partnership deed (which must</li> </ol> </li> </ol>

provide for recruitment of workers for overseas employment) registered with the authority concerned

- (c) True extracts from the Registrar of Firm in support of registration of the partnership deed
- (d) A copy of the Balance Sheet as at the close of the previous financial year.
- (e) A copy of PAN Card of the agency/firm/company and Prop/Managing Director/Managing Partner/Directors/Partners.
- (f) Copies of Income tax returns of last 3 years under Rule 7(2)(iii) in respect of Proprietor, Firm, Managing Partner, Managing Director, Company

9. An affidavit in Form-II executed by the applicant before a Magistrate or Notary under Rule 7(2)(iv) of the Emigration Act 1983.

10. Form- IV (Affidavit) duly signed and sworn in before Metropolitan/Judicial Magistrate on each page in respect of all the partners / directors.

11. In case of office premises owned by the applicant; Copy of ownership deed/proof duly attested by Notary/Magistrate

Or

In case where the office premises are on lease or on hire

(a) Copy of lease deed/agreement duly attested by Magistrate. It is required to be for a period of 3 years or at least for one year with a provision of extension,

(b) Latest rent receipt in original with revenue stamp, and;

(c) Blue Print of the lay-out plan of the office premises duly signed and stamped (with registration number) by Government approved Architect and countersigned by the applicant. The dimensions of the rooms and total carpet area must clearly be indicated.

12. No Objection Certificate (in Form.III) from the owner of office premises duly sworn in before Metropolitan/Judicial Magistrate.

13. Copy of Certificate under the Shops and Commercial Establishments Act, self-attested.

14. Valuation report of assets/investments etc. duly signed and stamped by a Government approved valuer (with registration number) along with documentary proof against fixed assets/investment/liquid

assets/liabilities.

15. Net Worth Certificate from a registered CA certifying Financial strength Bench Mark of Rs.42.0 lakh (Fixed Assets Rs.22 lakh plus Liquid Assets Rs.20 lakh) satisfied by the proprietor, partnership firm or the private limited company providing following:

- (a) Immovable Assets
- (b) Liquid Assets
- (c) Liability
- (d) Net worth

16. Copy of latest Land Line telephone bill of the Office premises self-attested.

17. Trade Testing Certificate (in original) from a Trade Test Centre duly approved by the central or state governments and must be signed and stamped by the Director of the Centre indicating the items /skill being tested at the centre and photographs thereof

18. Experience in recruitment of manpower for Overseas Employment

- (a) Names of countries where the applicant proposes to concentrate
- (b) Number of workers proposed to be deployed annually
- (c) Plans for market development

19. Police Verification Report in respect of both the office premises of the applicant agency and the residence of the Proprietor/Managing Partner/Managing Director/Partners of, Company

20. Inspection Report of office premises of the applicant agency by the concerned Protector of Emigrants.

2.	Issue of <b>Registration Certificate</b> to the Applicant Under Section 11(4) of the Emigration Act, 1983	Protector General of Emigrants. Phone: 011-2687 4250 Fax: 011 2419 7984 Email:- pge@mea.gov.in	<p><b>15 WORKING DAYS from the date of receipt of complete documentation</b> (The number of days specified to provide services is subject to availability of documents complete in all respect. Time limit is not inclusive of time consumed in any additional information required for the submission of rectified/deficient documents)</p>	<p>(i) Security in the form of Bank Guarantee for Rs.50,00,000/- (Rupees Fifty Lakhs only) valid for 8 years excluding a claim period of six months, from any Nationalized Bank or Scheduled Commercial Bank within one month from the date of issue of Eligibility Letter for taking further action in the matter as enumerated under Rule 8 of the Emigration Rules 1983.</p> <p>Provided that any entity desirous of registering as recruiting agent may do so with a reduced security of rupees eight lakh also, such entity shall be permitted to recruit only 100 workers during the period for which registration is granted.</p> <p>Provided further, that in the event of the recruitment of specified number getting completed, before the expiry of the certificate, the holder of the certificate may be permitted by the registering authority, to continue recruitment of additional workers in tranches of 100 workers upto the date of expiry of the certificate, on furnishing additional corresponding security of rupees eight lakh per 100 additional workers.</p> <p>(ii) Confirmation of Bank Guarantee to its genuineness from concerned issuing Bank and Regional Office of the issuing Bank.</p>
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3.	Processing of Permit application submitted by the Project Exporter and Foreign Employer for overseas employment Under Section 17 of the Emigration Act, 1983	Protector General of Emigrants. Phone: 011-2687 4250 Fax: 011 2419 7984 Email:- pge@mea.gov.in	<p><b>30 WORKING DAYS from the date of receipt of complete documentation</b></p> <p>(The number of days specified to provide services is subject to availability of documents complete in all respect. Time limit is not inclusive of time consumed in any additional information required for the submission of rectified/deficient documents)</p>	<p><b>Online application through <a href="http://www.emigrate.gov.in">www.emigrate.gov.in</a> , alongwith following supporting documents:-</b></p> <ol style="list-style-type: none"> <li>1. Online payment/Demand Draft of Rs. 2000/- in favour of Pay &amp; Accounts Officer, Ministry of External Affairs, New Delhi</li> <li>2. Application Form VI &amp; VII for a permit for recruitment of Indian workers under Rule 11of the Emigration Act, 1983</li> <li>3. Memorandum of Association company having one of the objectives to recruit the manpower for overseas employment abroad.</li> <li>4. Memorandum and Articles of Association of the company</li> <li>5. Contract Agreement between the Project Exporter and Foreign Employer duly verified by the Embassy of India in concerned country (in case Libya, Kuwait Afghanistan and Malaysia).</li> <li>6. Detail of the salary structure (as per the Minimum wages applicable in the concerned country)</li> <li>7. Bank Guarantee of Rs. 10,000/ for every person intended to recruited subject to a minimum of Rs. 1,00,000/- and maximum of Rs. 20,00,000/-</li> <li>8. Model of employment contract/Period of contract still valid under "Clause 2-Length of Agreement unless terminated as per Clause 10 of the agreement</li> </ol>
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Sl.No	Description of Services	Officer responsible/(designation for providing service Landline/Email	No. of working days within which services to be provided	Documents required.
4	Processing of Emigration Clearances Under Section 22 of the Emigration Act, 1983-	<b>Protector of Emigrants. Details available on <a href="http://emigrate.gov.in/ext/static/PoEsOfficeDetails.pdf">http://emigrate.gov.in/ext/static/PoEsOfficeDetails.pdf</a></b>	<b>3 Working Day</b>  RAs, Emigrants and Foreign Employers are advised that the EC should be applied with at least 15 working days of visa validity remaining or preferably as soon as the visa is issued for the emigrant.	<b>Online application through <a href="http://www.emigrate.gov.in">www.emigrate.gov.in</a> , alongwith following supporting documents:-</b> (i) Bank Challan/online payment of Rs. 200 (ii) Passport Copy (Valid at least for six months) (iii) Valid Visa copy (in case of direct recruitment attestation of Indian Mission in required) (iv) Employment Contract duly signed by foreign employer, RA and Emigrant Copy(in case of direct recruitment attestation of Indian Mission is required) (v) Pravasi Bhartiya Bima Policy (vi) Photo of emigrants

- *The number of days specified to provide services is subject to availability of documents complete in all respect.  
Time limit is not inclusive of time consumed in any additional information required for the submission of rectified/deficient documents*

**Grievance Redressal:** Grievances related to Overseas Employment can also be lodged directly by emigrants/relatives or through the Pravasi Bharatiya Sahayata Kendra, Delhi (PBSK) which is linked to e-Migrate portal. The toll free number for lodging grievances is 1800 11 3090 or 91 11 40503090/26885021 (chargeable) or [helpline@mea.gov.in](mailto:helpline@mea.gov.in). Walk-in facilities for lodging grievances are also available at Delhi, Kochi, Hyderabad, Chennai and Lucknow located at respective office of Protector of Emigrants (PoEs). These grievances are settled by respective jurisdictional Protectors of Emigrants (PoEs) as per laid down procedures.

**For Frequently Asked Questions (FAQ), please refer:-**  
<http://emigrate.gov.in/ext/faqAction.action#EmigQ1>



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Ministry of External Affairs  
Government of India  
New Delhi