

# CITIZEN'S CHARTER

March 2019

Improving Public Service Delivery



सत्यमेव जयते

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>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]</p>
2.	Issue of Diplomatic Passport and Official Passport for Government/ PSU employees	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>	Up to 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)

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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. CPV 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> )	For MEA: Rs. 50 per apostille For Outsourced agencies (4) for collecting and delivering the documents: 1. Personal - Rs. 22 2. Educational - Rs. 18 3. Commercial -Rs. 16	Pre-authenticate documents through designated authorities of State/ Union Territory from where the document has been issued before apostillation of document  <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> CBSE, Maharashtra Education Board and CII documents can only be attested through e-Sanad	3 working days
2.	Normal Attestation (for all countries, not member of The Hague Convention and where Apostille is not accepted)	<b>For MEA:</b> Free For Outsourced agencies for collecting and delivering the documents: 1. Personal - Rs. 22 2. Educational - Rs. 18 3. Commercial- Rs. 16	Pre-authenticate documents through designated authorities of State/ Union Territory from where the document has been issued before attestation of document  <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>	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 (While applying for H1B visa, i.e., work visa, the J-1 visa holders are required to submit to US authorities a NORI Certificate waiving condition of the two-year stay back in India)	No fee	Applicants staying in USA need to apply to the Indian Missions/Posts concerned in USA  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> ]  Those who are neither in USA nor in India, may apply to the Indian Missions/Posts of the country they are currently in.  <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

### 3. Overseas Employment Services

S. No.	Service Rendered	Procedure	Timeline	User Charges	Document Required
1.	<p><b>1.1</b> Issue of Eligibility Letter as the first part of Registration of Recruiting Agents (RA) (As per the Emigration Act, 1983 registering with MEA is mandatory to carry on the business of recruitment of Indian citizen for jobs abroad)</p>	<p><b>STEP 1:</b> Apply for the issuance of Eligibility Letter with a validity of 5 years, under section 11(2)(b) of the Emigration Act, 1983. Application in Form-I along with the documents required for the same may be submitted online on the email: <a href="mailto:rcapplication@mea.gov.in">rcapplication@mea.gov.in</a> and routed through the Office of the concerned Protector of Emigrants OR Apply through <a href="http://www.emigrate.gov.in">www.emigrate.gov.in</a></p>	<p>30 WORKING DAYS from the date of receipt of complete documentation (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, if any additional information required for the submission of rectified/deficient documents)</p>	<p>There are 2 schemes for the applicants:</p> <p><b>1. Unlimited recruitments in a span of 5 years:</b> (A) DD of Rs. 25,000 (B) Bank guarantee of Rs. 50 lakhs</p> <p><b>2. Upto 100 recruitments in the span of 5 years:</b> (A) DD of Rs. 10,000 (B) Bank guarantee of Rs. 8 lakhs</p>	<ol style="list-style-type: none"> <li>Form- I duly signed and stamped by the applicant.</li> <li>The Passport-Size photographs of Proprietor/Managing Partner/Managing Director of the Proprietorship/ Firm/ Company self-attested.</li> <li>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>Specimen signature of the Proprietor/Managing Partner/Managing Director self-attested</li> <li>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>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</li> </ol>

S. No.	Service Rendered	Procedure	Timeline	User Charges	Document Required
1.					<p>soundness of the applicant, under Rule 7 (2) (ii).</p> <p>7. (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  (b) Copy of partnership deed (which must 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</p> <p>8. An affidavit in Form-II executed by the applicant before a Magistrate or Notary under Rule 7(2)(iv) of the Emigration Act 1983.</p> <p>9. Form- IV (Affidavit) duly signed and sworn in before Metropolitan/Judicial Magistrate on each page in respect of all the partners /directors. 10. In case of</p>

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1.					<p>office premises owned by the applicant; Copy of ownership deed/proof duly attested by Notary/Magistrate</p> <p>Or</p> <p>In case where the office premises are on lease or on hire</p> <p>(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.</p> <p>11. No Objection Certificate (in Form. III) from the owner of office premises duly sworn in before Metropolitan/Judicial Magistrate.</p> <p>12. Copy of Certificate under the Shops and Commercial Establishments Act, self-attested.</p> <p>13. Valuation report of assets/investments etc. duly signed and stamped by a Government approved valuer</p>



S. No.	Service Rendered	Procedure	Timeline	User Charges	Document Required
1.					<p>(with registration number) along with documentary proof against fixed assets/investment/liquid assets/liabilities.</p> <p>14. Net worth Certificate from a registered CA certifying Financial strength Bench Mark of Rs. 42 lakhs (Fixed Assets Rs. 22 lakhs plus Liquid Assets Rs. 20 lakhs) satisfied by the proprietor, partnership firm or the private limited company providing following: (a) Immovable Assets (b) Liquid Assets (c) Liability (d) Net worth</p> <p>15. Copy of latest Land Line telephone bill of the office premises self-attested.</p> <p>16. 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</p> <p>17. 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</p> <p>18. Police Verification Report in</p>



S. No.	Service Rendered	Procedure	Timeline	User Charges	Document Required
1.	<p><b>1.2 Issue of Registration Certificate</b> to the Recruiting Agents (As per the Emigration Act, 1983 registering with MEA is mandatory to carry on the business of recruitment)</p>	<p><b>STEP 2:</b> Submit the proof of security amount deposited at the office of the concerned Protector of Emigrants for the issuance of Registration Certificate under section 11(4) of the Emigration Act, 1983</p>	<p>15 WORKING DAYS from the date of receipt of complete documentation</p>		<p>respect of both the office premises of the applicant agency and the residence of the Proprietor/Managing Partner/Managing Director/Partners of Firm/ Company</p> <p>19. Inspection Report of office premises of the applicant agency by the concerned Protector of Emigrants.</p> <p>1. Security in the form of Bank Guarantee for Rs. 8 lakhs/ Rs. 50 lakhs valid for 8 years plus 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>2. Confirmation of Bank Guarantee to its genuineness from concerned issuing Bank and Regional office of the issuing Bank.</p>

S. No.	Service Rendered	Procedure	Timeline	User Charges	Document Required
2.	<b>Renewal</b> of Registration Certificate of an already registered RA	Application in Form-II A along with the documents required for the same may be submitted online on the email: rcapplication@mea.gov.in and routed through the Office of the concerned Protector of Emigrant	Same as above	Same as above	<ol style="list-style-type: none"> <li>1. Application Form for Renewal, duly filled in, in Form II A</li> <li>2. Demand Draft of Rs 25,000/- in favor of " Pay and Accounts Officer, Ministry of External Affairs" payable at New Delhi</li> <li>3. Registration Certificate (in original)</li> <li>4. Emigration Clearance Book (duly filled in and signed by the POE) ( in original)</li> <li>5. Four passport size photographs of the Proprietor/Managing Partner/Managing Director, as the case may be, duly attested on the back side by a Gazetted Officer</li> <li>6. PAN Number along with copy PAN Number along with copy</li> <li>7. In case of delay in submission of the application, reasons for delay along with documentary evidence of hospitalization</li> <li>8. Bank Guarantee Extension as applicable in the prescribed format having validity extended accordingly, excluding claim period of six months.</li> <li>9. Certification by Practicing Chartered Accountant, along with his membership number, about total fixed assets as well as liquid assets of the applicants.</li> </ol>

S. No.	Service Rendered	Procedure	Timeline	User Charges	Document Required
2.					10. In case of new bank guarantee, proof of funds duly certified by a Practicing Chartered Accountant, along with his membership number.
3.	Issue of Permits to Project Exporter and Foreign Employer for overseas employment of Indian citizens (No employer shall recruit any citizen of India for employment in any country or place outside India except— (a) through a recruiting agent competent under Emigration Act, 1983 to make such recruitment, or (b) in accordance with a valid permit issued in this behalf under section 17 of the Emigration Act, 1983)	Application in Form-VII along with the documents required for the same may be submitted online on the email: rcapplication@mea.gov.in and routed through the Office of the concerned Protector of Emigrants  OR Apply through <a href="http://www.emigrate.gov.in">www.emigrate.gov.in</a>	30 WORKING DAYS from the date of receipt of complete documentation (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, if any additional information required for the submission of rectified/deficient documents	Demand Draft of Rs. 2000/- in favour of Pay & Accounts Officer, Ministry of External Affairs, New Delhi	<ol style="list-style-type: none"> <li>Application in Form – VII (Link: <a href="https://emigrate.gov.in/ext/static/emig-act.pdf">https://emigrate.gov.in/ext/static/emig-act.pdf</a>) for a permit for recruitment of Indian workers under Rule 11 (2) of the Emigration Act, 1983</li> <li>Memorandum of Association company having one of the objectives to recruit the manpower for overseas employment abroad.</li> <li>Memorandum and Articles of Association of the company</li> <li>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>Detail of the salary structure duly (as per the Minimum wages applicable in the concerned country)</li> <li>Security agreement from the Banker to the company giving in principle approval for pursuing the execution of the above contract for deployment of workers. (being obtained and to be sent later)</li> <li>Model of employment contract/Period of contract</li> </ol>

S. No.	Service Rendered	Procedure	Timeline	User Charges	Document Required
3.					still valid under “Clause 2- Length of Agreement unless terminated as per Clause 10 of the agreement
4.	Granting of Emigration Clearances for person with qualification below 10 standard going to ECR countries, Under Section 22 of the Emigration Act, 1983 (No citizen of India shall emigrate unless he obtains clearance under Section 22 of the Emigration Act, 1983 from the Protector of Emigrants in the prescribed manner and form)	There are 4 different categories. Each one has different list of required documents but the application procedure is the same Application may be submitted online on <a href="http://www.emigrate.gov.in">www.emigrate.gov.in</a> and submitted in the Office of the concerned Protector of Emigrants <a href="http://www.boi.gov.in/content/poe-offices-india">www.boi.gov.in/content/poe-offices-india</a> Guidelines for Emigration Clearance System – <a href="http://www.mea.gov.in/emigration-clearance-system.htm">www.mea.gov.in/emigration-clearance-system.htm</a>	1 Working Day (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, if any additional information required for the submission of rectified/deficient documents)	Bank Challan of Rs. 200 per emigrant	<p><b>I. Documents Required For Granting Emigration Clearance to Individual((Semi)skilled):</b></p> <ol style="list-style-type: none"> <li>1. Passport (Valid at least for six months)</li> <li>2. Valid employment visa (In English language)</li> <li>3. Contract duly signed by foreign employer</li> <li>4. Valid Pravasi Bhartiya Bima Policy 2006</li> <li>5. Affidavit declaring genuineness of documents</li> </ol> <p><b>II. Documents Required For Granting ECR Clearance To Individual (Un-skilled):</b></p> <ol style="list-style-type: none"> <li>1. Passport (Valid at least for six months)</li> <li>2. Valid employment Visa</li> <li>3. Original contract duly signed by foreign employer (Its attestation by concerned Indian Mission will also be required from Indian Mission.)</li> <li>4. Valid Pravasi Bhartiya Bima Policy 2006</li> <li>5. Approval of the Ministry, if candidates is a female aged 30 years or less</li> </ol>

S. No.	Service Rendered	Procedure	Timeline	User Charges	Document Required
4.					<p><b>III. Documents Required For Granting Emigration Clearance To (Semi)skilled Candidates Through RA :</b></p> <ol style="list-style-type: none"> <li>1. Passport(Valid at least for six months)</li> <li>2. Valid required visa</li> <li>3. Affidavit from RA</li> <li>4. Demand letter from foreign employer</li> <li>5. Power of Attorney from foreign employer to RA</li> <li>6. Specimen Work Agreement</li> <li>7. Valid Pravasi Bhartiya Bima Policy 2006</li> <li>8. Approval of the Ministry, if candidates is a female aged 30 years or less.</li> </ol> <p><b>IV. Documents Required For Granting ECR Clearance To Unskilled Persons Through RA :</b></p> <ol style="list-style-type: none"> <li>1. Passport(Valid at least for six months)</li> <li>2. Valid required visa (In English language)</li> <li>3. Affidavit from RA</li> <li>4. Demand letter from foreign employer duly attested by Indian Mission</li> <li>5. Power of Attorney from foreign employer to RA duly attested by Indian Mission</li> <li>6. Specimen Work agreement duly attested by Indian Mission</li> <li>7. Valid Pravasi Bhartiya Bima Policy 2006</li> <li>8. Approval of the Ministry, if a candidate is a female aged 30 years or less</li> </ol>

*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.*

## Contact details of officers Responsible:

Protector General of Emigrants ( for service no. 1 & 2)	011-2687 4250	pge@mea.gov.in
Protector of Emigrants (POE), Delhi	011-23382472, 23073908	poedelhi@mea.gov .in
Protector of Emigrants (POE), Mumbai	022-26614393, 26614252	poemumbai@mea.gov.in
Protector of Emigrants (POE), Chennai	044-24891337, 24745610	poechennai2@mea.gov.in
Protector of Emigrants (POE), Thiruvananthapuram	0471-2324835, 2336625	poetvm@mea.gov.i n
Protector of Emigrants (POE), Cochin	0484-2360187	poecochin@mea.gov.in
Protector of Emigrants (POE), Hyderabad	040-2465255	poehyd@mea.gov.in
Protector of Emigrants (POE), Chandigarh	0172-2741790	poechd@mea.gov.in
Protector of Emigrants (POE), Kolkata	033-2334340	poekol@mea.gov.in
Protector of Emigrants (POE), Jaipur	0141-2771528, 2771529	poejaipur@mea.gov.in
Protector of Emigrants (POE), Raebareli	0535-2211122, 2211123	poerbl@mea.gov.in



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