

Frequently Asked Questions and their Answers (FAQs) on Passports and Misc. Services

Q. My Passport is expiring in the next three months? When should I apply for re-issue of my passport?

A. Application for re-issuing a passport can be accepted one year before expiry of passport. You can also apply for re-issue of your passport in case you are running out of visa pages on your passport irrespective of the date of expiry on your passport, lost/damaged passport, renewal due to change in particulars like change in address, signature, appearance, addition, deletion or change in spouse name, name split etc.

Q. Is there any provision for NRIs to apply online for reissue/renewal of passport?

A. Application is first registered online (<https://passport.gov.in/nri/Online.do>). Before you register your application on-line, please read the information on the website of the Consulate carefully, particularly regarding fee structure, instructions to fill the Form and How to Apply. Incomplete applications, especially applications without contact number, email ID and address will be summarily rejected. No correspondence will be entertained by the Consulate in this regard.

Q. Can I send the application by post?

A. Consulate does not accept applications by post. Indo-German Consultancy Services (IGCS) is the authorised outsourced agency of the Consulate which accepts passport applications by post. Alternatively, passport applications can be deposited in person at the IGCS office. Neither the Consulate nor the authorised outsourced agency takes responsibility for loss of applications, passport, documents etc. by Deutsche Post, DHL or any other postal agency or courier. The detailed procedure followed by IGCS in receiving the applications is given on its website: www.igcsvisa.de. Please note that IGCS may charge applicable fees for optional services like filling-up application forms, photocopy, sending applications/documents by post etc which is not part of the fee structure indicated on the Consulate website. These services are optional and any correspondence with regard to such charges may be addressed only to IGCS. Consulate does not entertain any queries/complaints regarding such optional services. Applicants may discuss this issue directly with IGCS. In case the applicant doesn't want to avail those services, they may refuse those services.

Q. Do I have to come to the Mission/Consulates in person to apply?

A. Police Clearance Certificate, new birth registration and new born passport applications, Emergency Certificate, Surrender Certificate, attestation of Personal documents are to be applied in person at the Consulate only and Consulate doesn't accept postal applications for those services. The fee for these services is acceptable at the Consulate in cash only.

In case of new born passport applications, both parents and the newly born child are required to be present at the time of application submission.

Asylum category passport applications are also to be submitted in person at the Consulate.

Q. What are the documents required for applying renewal of passport?

A. The following documents are needed for making an application for renewal:

- i. Online registered Application form (<https://passport.gov.in/nri/Online.do>)
- ii. Two recent colour photographs (2" x 2") with light colour background and showing frontal view of full face (80% coverage) of the applicant.
- iii. Original Indian Passport
- iv. Self-attested copy of the first and last page of Indian Passport
- v. Self-attested copy of local Residence Permit or a copy of the passport page where Residence Permit/Visa has been endorsed.
- vi. Self-attested copy of recent Meldebescheinigung/City Registration
- vii. Apart from the above listed documents, please check on our website the document(s) if reason for re- issue of passport is other than expiry and shortage of visa pages.

Q. When will I get my new passport? How long does the process take? Can my passport be issued under Tatkal?

A. Processing of passport application may take up to six to eight weeks. This is subject to your application being complete in all aspects and completion of security checks involved in India. Consulate does not entertain any inquiries about security checks in India. Consulate does not respond to repetitive queries related to status of application, security check and application procedure. Please note that in case you have a requirement of frequent and or immediate travel, apply for passport when you have at least six-eight week time at your disposal. Consulate does not entertain any requests for expediting the process since the passport is printed in India and minimum six-eight week time is required for the process to complete in normal course of time.

Q. What is a jumbo Passport?

A. Jumbo passport booklet contains 60 pages. Frequent travellers may apply for a jumbo passport booklet. The fee for Jumbo passport is higher than the fee for regular passport. Please check the fee structure for the booklets on our website at the time of application. Requests for change of passport book from normal to jumbo or vice-versa will not be entertained after the application has been processed and passport is issued.

Q. How can I get my new Indian address printed on my passport? I have a new address in India now.

A. Please note that only one address gets printed on the passport. You should carefully indicate your preference at the time of filling online application which address should be printed in your new passport. For any change in the address the passport has to be printed again with applicable charges. Further, for making any change in the Indian address, self-attested documentary proof is mandatory. Please go through the list of documents accepted for address change on the website. Please avoid sending queries to the Consulate regarding documents/procedure etc, except when the information is not available on the website.

Q. Do I need to enclose my original passport with my passport application? What if I have to travel while my application for re-issue is under process?

A. First of all, please note that if you have submitted your application to the outsourced agency, all formalities and queries related to your passport will be completed and addressed through the outsourced agency only. Kindly ensure that you enclose the passport in original. You cannot withdraw your existing passport after submission of your application. **Original passports**

are required to be submitted for verification at the time of submission of applications which will be cancelled and returned to you at the time of handing over of the new passport. In case you need to travel when your passport application is under process, you need to apply for Emergency Certificate at the Consulate and the application for renewal will be cancelled without any refund. New passport can then be applied in India only.

Q. My passport is still valid. However, all pages of my passport are exhausted. What should I do? Can I have an additional booklet? How can I apply for the same?

A. You have to apply for a new passport. Please note that additional booklet is **not** issued in any cases. You will have to apply for re-issue of passport with a fresh application. The new passport will be of 10 year validity for adults and 5 year validity for minors. You can apply for a normal MRP booklet (36 pages) or a Jumbo MRP booklet (60 pages). It is advisable to apply for a Jumbo passport in case you have a requirement of frequent travel.

Q. I understand that after I receive my new passport, my old passport will be cancelled. Will the visas on my old passport be also cancelled?

A. Please note that your old passport has to be cancelled before the new passport is handed over to you. However, your old passport will be returned to you along with the new passport. Visa, if any, on the old passport remain valid. However, you are advised to check with the country concerned if there is any mandatory requirement of applying for a new visa when you get a new passport. The Consulate does not take any responsibility for validity of any visa on your old passport.

Q. I would like to change my Indian address in my passport. Do I have to get my passport re-issued for this? Can this change be reflected in my current passport so that I do not have to go for renewal of my passport?

A. Any change in your passport including change of address invariably requires a fresh passport. Submission of a fresh application for reissue of passport is mandatory and no request/queries for any endorsements etc in this regard will be entertained by the Consulate. Applicable fee and the list of documents required in this case are provided on our website. No further email or telephonic queries will be entertained on the information already available on the website.

Q. What does the photocopy of the passport with the application mean? Do I have to send all the 36/60 pages or just the first, the last and the page showing my VISA ?

A. Please send/enclose clear copies of the first page, last page, and the page on which visa is affixed. There is no need to send complete photocopies of your entire passport unless specifically asked to do so. Applications with illegible and poor quality photocopies will be summarily rejected.

Q. What documents are required for endorsement of my wife's/husband's name in my new passport?

A. Declaration in the passport application along with a copy of marriage certificate, copy of spouse passport and a self – declaration form would suffice. If the spouse is in India and has not applied for passport, then a copy of Aadhar Card/ Voter’s ID card would be required.

Q. What document should I send to get ECNR stamp on my passport?

A. The practice of putting ECNR stamp on passport has been discontinued. Therefore, there is no document is required.

Q. I have a newly born child in Germany? Do I need to register the birth at the Consulate? What is the process?

A. You need to register birth of your newly-born child at the Consulate. Such registration will take place in the consulate under whose jurisdiction your place of residence falls. Registration can be within one year of the birth of the child. The registration will first take place online. <http://indiancitizenshiponline.nic.in/> . Please make sure that all required documents, photo of the child and **signatures of both parents** are uploaded correctly failing which the application form will be rejected. Presence of both parents and the newly born child is required at the time of application submission. Self-attested copies as well as the original Birth Certificate issued by the local authorities, Marriage Certificate, Passports (first and last pages) and Residence permits of both the parents should be brought to the Consulate along with the online registered application form. The Consular Officer will check the online registered application and all the documents. A birth certificate would be issued by the Consulate. It may be noted that registration of birth doesn’t automatically lead to issuance of passport. The Consulate will verify all the relevant documents and follow prescribed procedures for issuance of passport, which may take six to eight weeks. We strongly advise you to check the detailed information related to documents, affidavits etc available on our website. Kindly avoid sending repeated email queries and telephone calls seeking status and document requirement etc. This information is already available on the website.

Q. How can I make an application for issue of passport to my newly-born child?

A. You can put up the application for passport for your child after registration of birth of your newly-born child is complete. We advise you to read thoroughly the following guidelines for applying for the passport for the new born:

- i. Completed application form duly signed by both the parents to confirm their no objection to the issue of passport, and left hand thumb impression of the child in the specimen signature box.
- ii. Two recent passport-size colour photographs of the child taken recently (non-biometric and face not more than 80% coverage) having a white or light-colored background with eyes open.
- iii. Copy of Birth certificate of the child issued by the local authorities.
- iv. Self-attested copy of the first and last pages of the passports of the child’s parents.
- v. Self-attested copy of residence permit, in case it is not endorsed on the parents’ passports.
- vi. Both the parents and the newly born child are required to come to the Consulate in person for registration of birth. The original Birth Certificate, Marriage Certificate, Passports and

Residence Permits of both the parents and Meldebescheinigung / City Registration should be brought to the Consulate.

vii. Always mention your contact telephone numbers / email address on your application.

viii. Incomplete application or application with photographs which is not as per the requirement will not be processed.

Q. Can I also apply for passport for a newly-born child at the time of birth registration?

A. Yes as long as your application for birth registration is fully complete and all documents are in order, you can submit passport application of your child along with the supporting documents. Please ensure that the application form is signed by both the parents to confirm their no objection to the issue of passport. Thumb impression of the child is to be put in the specimen signature box on the application form.

Q. Who will be issuing birth certificate to my child?

A. Consulate issues the birth registration certificate after prescribed procedure for birth registration is complete.

Q. How much will be the fee for birth registration and a new passport for my newly born child?

A. Fees for various Consular services may be seen on the Consulate's website.

Q. What is the fee for applying passport to a minor?

A. Fees for various Consular services may be seen on the Consulate's website.

Q. Will I get a new passport number once I receive my new passport or my passport number remains the same?

A. Every new passport booklet is issued with a new number.

Q. I am an Indian national currently living in Germany. I am applying for permanent immigration to the United States. For that purpose, I need a Police Clearance Certificate from the Indian Consulate. I would like to know the process and how long it will take to get the certificate. Could I make a bank transfer and if so, please confirm your bank details. Also please let me know the documents to be sent to you?

A. For Police Clearance Certificate, you will have to first fill in the online form available at <https://portal6.passportindia.gov.in> and submit hard copy of the same along with a copy of passport, residence permit and proof of residence at the Consulate. Fees for various Consular services including PCC may be seen on the Consulate's website. PCC application has to be submitted in person at the Consulate.

PCC can be issued after obtaining clearance from concerned police authorities in India. It all depends upon receipt of Police Verification report from concerned authorities in India.

Q. What are the problems faced in police verification in India?

A. In many cases, passports are re-issued after police verification in India. However, it does not mean that applicants have to apply for police clearance certificate to get passport. Yes, applicants may need to apply for **Police clearance certificate (PCC) separately** for other reasons. Passport or PCC is also issued after verification by the concerned local police unit in India. If the address and the contact details given by the applicant in India are not verifiable, the passport or PCC services can also be denied. It is therefore strongly advised that applicants give their correct address and contact details in India so that it is easily verifiable by the local police authorities. Applicants can give the address and the contact details of their family members in India who can verify and give complete information to the local police about the applicant.

Q. How can I collect the documents?

A. Applicants will be informed via email/phone and the passport/documents will have to be collected in person from the Consulate for those applications submitted to the consulate (Asylum category passport applications, Police Clearance Certificate, new birth registration and new born passport applications, Surrender Certificate and attestation of Personal documents). **Passport/documents will not be dispatched by post.**

Documents/passports received through IGCS will be handed over to IGCS and Applicants are advised to communicate directly with IGCS for any query pertaining to the collection of passport/documents. Consulate is not responsible for delivery of such documents.

Q. What is the mode of fee payment?

A. The fee chart for various Consular services is given on the Consulate's website. , applicants who submit their applications at the Consulate have to make the payment directly to Consulate and not through IGCS.

Consulate does not accept online payments .Applicants may make payment of consular fee in cash (cards or online payment will not be accepted) directly at the counter.

Applicants have to make the payment of the requisite fee to IGCS if the application is submitted with IGCS and not to the Consulate. The fee and the bank details are available on IGCS website. Applicants may also note that the fee chart on Consulate's website does not include the service charges levied by IGCS.

Q. How can I check my application status?

A. In case of passport and PCC, applicants can check the status online through link: <https://portal3.passportindia.gov.in/Online/index.html> using Application Reference Number (ARN). ARN is inscribed on the top right corner of the application. Please note your ARN before submission of application at the Consulate or with IGCS. Please note that this number is centrally generated and the status update too is generated through a centralised server in India. As such, neither the Consulate nor the IGCS will be able to provide periodic updates on the exact stage of passport application processing.

Queries related to applications submitted to IGCS may be directed to IGCS and Consulate will not respond to such queries. For applications submitted at the Consulate, applicants should send

email queries only if the online status of the application is not available after waiting for 4 to 5 weeks from the date of submission of physical application at the Consulate.

Q. Can I withdraw my passport after submission of application?

A. You cannot withdraw your existing passport after submission of your application. Original passports are required **to be submitted** for verification at the time of submission of applications which will be cancelled and returned to you only at the time of handing over the new passport.

Q. Can I withdraw my passport application and will the fee be refunded?

A. Once the passport application is processed, the existing passport would be cancelled in the system and the applicant will have to travel to India with an Emergency Certificate. In that case, the passport can be applied only in India. Also, the fee paid will not be refunded.

Q. I need a birth certificate. I have not received birth certificate from India. Is it possible for the Consulate to issue me a birth certificate based on my passport? What documents I need to bring to the Consulate for the same?

A. Consulate can issue a certificate equivalent to Birth Certificate based on the entries in your Indian passport. You are required to put up an application in the Misc. Services Application Form along with your Indian passport Residence Permit and Meldebescheinigung/City Registration. Fees for various Consular services including this service may be seen on the Consulate's website.

Q. What is the procedure for transfer of fee for postal applicants?

A. **Consulate does not accept applications by post.** Postal applications can be sent by post to our authorized outsourced agency, Indo-German Consultancy Services (IGCS). For further details, please visit the website: www.igcsvisa.de. The Consulate does not bear any responsibility for loss/misplacement of passports/documents by Post/Courier or the outsourced agency.

Q. I want to apply for addition/change of surname in my passport after marriage. I have a passport without surname. In Germany, one is required to give surname in all documents. Therefore, I want to add my surname in my passport. What formalities do I require to complete? How do I apply for it? I wish to change my name from A to B and I wish to get a new passport which has my new name. What formalities do I need to complete?

A. In each of the above cases requires issue of a new passport. In the event of marriage, re-marriage, divorce or other circumstances that lead to a change of name, the following documents are required with the application for new passport:

- i. Application Form for reissue of passport
- ii. Current passport of the applicant.
- iii. Two recent passport-size colour photographs of the applicant.
- iv. Self-attested copy of passport.
- v. Self-attested copy of the residence permit.
- vi. Self-attested copy of Meldebescheinigung/City Registration
- vii. Self-declaration form

(In case of change of name due to marriage/re-marriage/divorce, declaration by the applicant in the passport application form along with Self-attested copy of Marriage Certificate issued by Government authorities/Decree of Divorce (with certified English translation) will be required)

In case of a change of name of the applicant (for reasons other than marriage/ re-marriage/ divorce):

Apart from the above mentioned documents, the new name must be published in newspapers, both in Germany and in India, in the area of the applicant's residence(s). Original newspapers must be submitted along with the above listed document and application form. Additionally, at least two public/school documents issued in the desired/applied changed name are required to be submitted. The applicant needs to visit the Consulate with his/her passport.

Q. How can attestation fee be paid?

A. Fees for various Consular services may be seen on the Consulate's website. It may be paid in cash in the Consulate.

Q. Can the documents for attestation be sent by Post? What are the documents that need to be enclosed along with application form and duplicate copies of the documents that need to be attested? Is it possible to make bank transfer of the requisite fee in that case?

A. Kindly note that Consulate does not accept applications by post. Postal applications can be sent by post to our authorized outsourced agency, Indo-German Consultancy Services (IGCS) in case desired/preferred by the applicant. For further details, please visit the website: www.igcsvisa.de. The Consulate does not bear any responsibility for loss/misplacement of passports/documents by Post/Courier or the outsourced agency.

Q. I am in Germany but my spouse has applied for passport for our minor child in India. How can I confirm my no-objection to the application?

A. For issue of a passport to a minor in India, generally the consent of the parent residing in Germany is required. Since you are in Germany, you would need to send an affidavit confirming your consent /no objection for submitting the same with minor's passport application in India. Please visit <https://passport.gov.in> for more information.

Q. I am an Indian passport holder currently working in Germany. I want to apply for attestation of General Power of Attorney in the name of my relative in India in connection with the immovable property related transactions/registration. Please let me know the procedure and the fee for attestation of the General Power of Attorney?

A. Please bring two copies of the General Power of Attorney along with your Indian passport (in original + self - attested copy of the first and last pages of your passport, valid residence permit and city registration) and submit it at the Consulate between 0930 to 1130 hours on any working day. Please note that you will be signing the PoA in the presence of the Consular Officer. For German nationals, Power of Attorney has to be first attested by a notary and one of the

District Courts (Landgericht) which has the jurisdiction over the locality in which the applicant resides.

Fees for various Consular services may be seen on the Consulate's website.

Q. We are a company registered in Germany. We have opened our subsidiary company in India. We now need to get a Permanent Account Number (PAN) in India. We need certain documents to get attested from the Consulate to be able to submit our application for PAN number in India. What is the procedure?

A. Please ensure that the commercial documents that are required for allotment of PAN or for any other purpose are first attested by the concerned District Courts (Landgericht) of the applicant's consular jurisdiction. Thereafter the documents can be submitted in duplicate (original and photocopy) for attestation at the Consulate. Any other German document will also be attested with the same procedure. Also, please ensure that documents in German should also have a translated copy in English by the authorised translator.

Q. I have a B. Tech Degree issued in India. I need to get it attested from the Consulate. What is the procedure involved for attestation of my Degree? What are the documents required and what is the fee for such attestation?

A. Consulate receives applications for attestation of various documents. Such attestation is done on the pre-authenticated documents from the concerned authorities in India as per the procedure laid down by the Ministry of External Affairs. **Procedure for Attestation and Apostille**. Applicants should ensure that along with application form, they have got the required set of documents that they seek to get attested along with the originals and/or its true copies that have been authenticated in India as per the procedure explained in the above link (apostilled). If your document meets the pre-requisites for attestation at the Consulate, you can submit it at the Consulate at any working day between 0930-1133hrs along with documents listed below:

- i. Application form
- ii. One extra +number of copies of the document required be attested.
- iii. Self-attested copies of first and last pages of your passport
- iv. Residence Permit / visa
- v. City Registration
