

## Passport Services – FAQs

Q) Who can apply for passport renewal?

A) Any applicant holding Indian passport and a valid visa status in UK (Visitor/Study/Work permit or PR) and living in Consulate's consular jurisdiction can apply for passport renewal.

Q) How do I submit the application?

A)

Step 1: Fill and submit the form online from <https://mportal.passportindia.gov.in/mission/>

Step 2: upload all the supporting documents and take a printout of the form submitted online and submit the hard copy of form with photo, supporting documents and fee at the nearest VFS Centre by appointment from [www.hcilondon.gov.in](http://www.hcilondon.gov.in).

Q) I have made an error in online application / I need to modify something in my online application, but I have already submitted it online. What do I do?

A) The applicant will need to fill a new application and submit it online. Make sure that they take the hard copy of the correct form when submitting it at VFS centre.

Q) When can I renew my passport?

A) Applicant can apply for renewal of passport up till a year before its expiry. It is recommended to necessarily renew passport that has less than 6 months of validity.

However, a passport may be renewed irrespective of the date of expiry in case of one of the following reasons:

1. Change in personal particulars (name, address, change in spelling etc.)
2. Change in appearance
3. Change in signature
4. Loss/damage of passport booklet
5. Married and adding spouse name or Divorced and removing spouse name

Q) Where do I submit the application?

A) The Consulate grants no walk-in appointments. Applications are accepted only through VFS centres. Applicant has to submit hard copy of application with all relevant documents at the nearest VFS centre by appointment only. There is no postal submission of applications.

Please see VFS Website for information regarding VFS Centres, timings, and FEE rates & modes of payment.

For any services at VFS centres, appointment is necessary.

Q) What are the documents required for a normal passport renewal application?

A) All documents need to be uploaded online. Photograph and Signature/thumb impression

- Duly filled in online application form.
- A recent photograph pasted on the application form. Please refer to photo specifications on VFS website and also on mpassport seva portal that is <https://mportal.passportindia.gov.in/mission/>.
- Original passport of the applicant
- One copy of first and last page of the current passport
- One copy of valid legal status in UK (PR card / study visa / work visa / visitor visa)
- One copy of Indian address proof if the address on the passport is different to current address
- One copy of proof of UK address
- One copy of Indian address proof (Self / Family / friend or someone who can verify applicant's antecedents during police Verification)
- Annexure E form

Documentary requirements of specific cases (passport for Minor, lost passport etc) are listed on the VFS website. Uploading all supporting documents, photograph, signature/thumb impression and relevant Annexures is Mandatory.

More information can be found at :

<https://mportal.passportindia.gov.in/pdf/ApplicationformInstructionBooklet-V3.0.pdf>

Q) Can I submit application at the Consulate in person?

A) Applications are accepted only through VFS. The Consulate grants no in person appointments.

Q) Can I collect passport directly from Consulate?

A) Issued passports can be collected from VFS Centre. The applicants can also pay VFS for postal delivery or courier to their home address.

Q) I am a resident of a place outside Scotland. Can I submit my passport application at CGI, Edinburgh?

A) All applications to be made to VFS centres only. Applications would be processed only from applicants living in Consular Jurisdiction.

Q) What is the Normal validity of a passport being renewed?

A) Adults: 10 years

Minors: 5 years

In certain circumstances the validity is determined according to ministry's guidelines

Q) I am a minor between the age 15-18 years. Can I get a passport with 10 years of validity?

A) Minors between 15-18 years of age can obtain passport of 10 years only under NORMAL category if they pay fee as applicable for adult applicants. If fee for a MINOR is paid the passport will be renewed for 5 years or till the date on which the applicant becomes an adult (whichever is earlier).

Q) What is the size of a passport booklet?

A) Normal passport booklet has 36 pages. Jumbo booklet with 60 pages can be obtained by paying extra applicable fee

Q) Can I apply for fresh passport under TATKAL category?

A) Consulate General of India, Edinburgh does not have TATKAL category.

Q) What is the processing time of the Passports?

A) The approximate turn around time for a passport is around 4 to 6 weeks from the date of submission of application at VFS in most cases. However, due to reasons beyond Consulate, including delay in police verification report, it may take longer in few cases. The Consulate does not interfere in police verification process and therefore cannot expedite it. And the passports are printed in New Delhi and Couriered to CGI Edinburgh.

Q) My passport has expired more than one year ago. Is there any extra document required from my side?

A) A typed self-attested and notarised declaration on plain paper explaining the reason for late renewal.

Q) What documents do I need for addition/deletion/change of my spouse's name on my passport?

(I) For addition of spouse name in Passport:

A) Marriage Certificate OR

B) Joint Photo Declaration signed by both husband and wife

(II) For deletion of spouse name: Divorce Order/Decree

(III) For change of spouse name:

A) Divorce Order/Decree OR Death Certificate of first spouse

B) Re-marriage certificate OR Joint Photo Declaration by both husband and wife

(IV) For change of surname by woman applicant following marriage/divorce:

A) Marriage Certificate OR Joint Photo Declaration by both husband and wife

B) Divorce Order/Decree (if name / surname change is based on divorce)

\* In case of full change of name after marriage, the standard name change procedure should be followed.

Q) Are custody judgements from UK courts acceptable?

A) If child is born out of a marriage that was solemnized in India then a UK custody judgment will not be accepted as a valid document for any passport service except in cases where both parents give their consent on Annexure D along with their passport copies.

Q) What additional documents are required in case the applicant is a minor?

A) Following documents are mandatorily required:

1. Annexure D signed by both parents (Or Indian court appointed guardian along with Indian court order or adoption deed)
2. Copy of passports of both the parents or guardian along with their CoPR / Landing paper which displays their immigration category.
3. Address ID proof of either of the parents or guardian.

Q) What additional documents are required in case the applicant is a minor with single parent?

A) Following documents are mandatorily required:

1. Annexure C signed by custodial parent/guardian.
2. Proof of the custody through an Indian Court order etc.
3. Copy of passport of the custodial parent or guardian.
4. Address ID proof of the custodial parent or guardian.

IMPORTANT: In the cases of re-issuance of passport to minors, custody papers of Child(ren) issued by UK courts will not be recognized. In such cases, a custody order by an Indian court is mandatory. Otherwise consent of both parents is required on Annexure D.

Q) What additional documents are required in case the applicant's previous passport has been lost?

A) Annexure F along with a Police Report clearly mentioning the lost passport details, are mandatorily required.

Q) How do I get a police report if I have lost my passport?

A) In case of lost passport, police report with all details of the lost passport is mandatory. The applicant needs to file a lost item incident with the local police. After this the police issues a Lost Item Report. Sometimes the police do not hand over the report to the applicant. In such cases, please go to police Scotland website and lodge a complaint and print out of the complaint should be enclosed along with other supporting documents.

Q) I had filed a police report when I lost my passport. However, I recently found my lost passport. What should I do?

A) If the police have issued a lost item report of the passport, applicant had submitted for Re-Issue passport at VFS then the applicant is requested to not use the old passport and email ppt.edinburgh@mea.gov.in.

Q) What additional documents are required in case the applicant's previous passport is damaged?

A) Duly filled and signed Annexure F.

Q) Can I use salutation / title in front of name?

A) Usage of salutation or title like /Mrs./Ms./Late/Dr./Adv./ Eng etc. is not allowed. Submit the name in full.

Q) There is a change in the spelling of my parent's name. What supporting documents do I need?

A) Applicant needs to submit copy of their (parent's) Indian passport with correct name. If the passport with the correct name is not available, they will need to first change it on their (parent's) passport or have the name change published in Gazette of India.

Q) When applying for passport renewal, what to do if name has ALIAS/AKA in the current passport?

A) As per extant rules, ALIAS/AKA cannot be a part of name on passport. Applicant will need to use either of the aliases as follows:

OLD PASSPORT    Allowed name variation 1                  Allowed name variation 2

Anthony Kuttu Alias Thomas Xavier                  Anthony Kuttu    Thomas Xavier

For any other variation, the applicant will need to undergo the procedure for name change.

Q) Who is eligible to apply for a name change in Passport?

A) This facility is available only for applicants residing in UK continuously for over 3 years and having Permanent Resident, Work Permit or Study Permit. Applicants on Visitor permit cannot apply for name change in passport.

Q) What documents are required in case the applicant wishes to change his/her name on Passport?

A) Original Clippings of two (02) prominent INDIAN newspapers and at least two ID proof with the new name of the applicant [The original clipping should include the name, date and place of publication of the Newspaper];

OR,

Publication of the change of name in the Gazette Notification of India.

Q) I wish to split my name into First and Surname. Do I need any documents to support this change?

A) For splitting name into first and surname, two additional proofs is required with split name like driving license, letter from GP (NHS), or letter from school/nursery/college etc. if unable to produce the supporting documents please email [ppt.edinburgh@mea.gov.in](mailto:ppt.edinburgh@mea.gov.in) for further clarification.

Q) My resident permit has expired. What documents do I need for Passport renewal?

A)

1. The applicant will need to apply for an extension of their resident permit with UK Home Office. Once Home Office accepts their application for extension they will receive a letter/email from Home Office conveying them that the application is successful and issuing the visa. Applicant is required to submit this letter/email along with passport application and the expired permit.

Q) What documents can I submit as proof of UK address?

A)

- Driving Licence
- Government issued Photo ID
- Tax statement
- Rental agreement
- Utility Bills viz. Home internet / Hydro / Water Bill
- Letter from University on its letter head (Only in case of students staying on Campus)
- Copy of Work/Study Permit or SIN carrying address
- Latest bank statement

Q) What documents can I submit as proof of Indian address?

A)

- Passport
- Voter's ID
- Utility Bills viz. Electricity / Gas / Water etc.
- Government bank/PSU bank passbook
- Landline phone bill
- Aadhaar Card / e-Aadhaar Card
- Driving Licence
- Valid Ration Card

Q) I have not stayed in India for a long time and do not have an address in India in my name. What do I do?

A) Applicant can give the address of their family / relative or a known person in India as long as they can verify their antecedents during police verification procedure. Please share your IDs/Passport copy etc. with them and inform beforehand for the police verification.

Q) Can I use the address of my parents/in-laws/siblings as my Indian address?

A) But applicant will need documentary proof to establish relationship with the person whose address proof ID is being submitted e.g. Father in-laws address proof would require: copy of address ID of father in-law, Indian passport copy of applicant's spouse (where father's name is mentioned) and proof of marriage with their spouse.

Q) Can Indian nationals who had been issued Passports with 20 (twenty) years validity also apply for a new Passport?

A) It is in the interest of the applicant to get a new 10 year Passport as the Government of India has dispensed with the issue of 20 years Passport as per the extant rules.

Q) Can I send my Passport application through a travel agent?

A) Consulate has not authorized any agent. Application is to be submitted at the VFS Service Centre by the applicant personally or through a close family member bearing an authorization letter from

the applicant. Travel Agents/Agents/Solicitors are not permitted to submit applications on behalf of applicants. Please report to the Consulate if anyone claims to provide such services.

Q) What is the procedure for issue of fresh passport to a child born in UK to parents holding Indian passports?

A) In such case if parents wish to obtain Indian passport for the child, birth registration with the Indian Mission is required before applying for passport for the newborn. Both the parents should sign a declaration of non-acquisition of UK nationality by the child and consent to issue of Indian passport to the child. It may be noted that Indian rules do not allow dual citizenship.

You will need to fill online passport application for fresh passport on this link <https://mportal.passportindia.gov.in/mission/> and countersigned by both parents. Please check for Supporting Documents on VFS website . Personal appearance of the child may be required in some cases. Please also see the requirement for a normal Passport Re-issue from VFS website..

Q) What happens to the visas stamped on the old passport after I get a renewed passport?

A) On renewal, the old passport stands cancelled, but all the visa stamped on it will remain valid till their expiry.

Q) There is a mistake in name/address on my passport. What should I do?

A) The Consulate cannot make any changes in passport details as filled by the applicant in their form. As such applicants are advised to fill the form carefully. If applicant is required to correct a mistake, they will have to apply for another renewal of passport, using the option 'Change in Personal Particulars'.

Q) Is there a requirement of any minimum validity of passport to travel to India?

A) As long as the passport has not expired, Indian national can travel to India.

Q) Is there a requirement of any minimum validity of passport to travel out of India?

A) Yes, many countries require some minimum validity (around 6 months) of passport before allowing you to travel to them. Please confirm this requirement from the airline you are travelling with or the concerned country, you are visiting.

Q) Am I eligible for non-ECR category?



A) All persons possessing educational qualification of matriculation and above are normally eligible for non-ECR passports. Minor children (less than 18 years of age), persons over the age of 50 years, income tax payers with established income from regular profession/business, etc., are also eligible for non-ECR passport. All diplomatic / official passports fall in the category of non-ECR.

Q) Can my passport be expedited in emergency ? is booking tickets before receiving passport treated as emergency?

A) Unfortunately we cannot expedite passports as they are printed in New Delhi and couriered to the Consulate. Hence we request applicants to not to book the flight tickets unless the passports are received at the Consulate General of India, Edinburgh.

Q) How can I track the status of my application?

A) The status of passport application can always be tracked on the following links:

<https://mportal.passportindia.gov.in/mission/TrackApplication>

Q) What are the guidelines for ICAO compliant photograph?

A) The Guidelines for ICAO Compliant Photographs for Passport Application can be found at :

[https://mportal.passportindia.gov.in/pdf/Guidelines\\_for\\_ICAO\\_Compliant\\_Photos\\_for\\_Passport\\_Applications.pdf](https://mportal.passportindia.gov.in/pdf/Guidelines_for_ICAO_Compliant_Photos_for_Passport_Applications.pdf)

## **PCC – FAQs**

Q) Who can apply for Police Clearance Certificate?

A) PCC service is available for the following:

1. Indian Citizens
2. Foreign Nationals who were previously Indian Citizens - seeking PCC for the period while they held Indian passport/citizenship.
3. Foreign Nationals - seeking PCC for the period of their stay in India.

Q) Where can I submit the PCC application form?

A) PCC applications are to be submitted at the VFS centres:

All the VFS Centres located under the CGI Edinburgh Jurisdiction.

Q) How do I submit the PCC application?

A) PCC application process is mentioned on <https://mportal.passportindia.gov.in/mission/>.

- Filling up the application form based on Indian or Foreign nationality.

- Prepare and collect documents required for the application. Uploading of photo , Signature and supporting documents is mandatory.
- Submit the duly signed printout of the application along with the supporting documents with applicable fee at a VFS Centre by appointment only. Appointments can be made through [www.hcilondon.gov.in](http://www.hcilondon.gov.in).

Q) What is the validity of PCC issued from Consulate?

A) There is no validity mentioned on PCC and it depends upon the requirement of office / authority where applicant is required to submit the PCC.

Q) How is PCC dispatched to the applicant?

A) Those PCCs for which courier charges are paid by the applicant are dispatched by VFS. Otherwise a self- addressed prepaid royal mail special delivery envelope should be submitted.

Q) How can I track the status of my application?

A) The status of PCC application can always be tracked on the following links:  
<https://mportal.passportindia.gov.in/mission/TrackApplication>

Q) What is the “file number” that is required in the PCC application form?

A) You can find the file number on the last page of applicant’s passport.

Q) Can the PCC be issued in Emergency at the Consulate?

A) There is no emergency PCC service.

Q) I am on a Tourist/Visitor Visa. Can I apply for PCC?

A) NO. If the applicant’s continuous stay in the UK is more than six months. In addition, applicant will be required to submit letter from the sponsor, current valid status in UK and address proof.

Q) Can I apply for PCC if my passport is expired?

A) No, PCC can be issued only on valid passport with least 6 months of validity remaining.

Q) How long does it take to get a PCC?

A) The approximate turn around time for a PCC is around 4 to 6 weeks from the date of submission of application at VFS in most cases. However, due to reasons beyond Consulate, including delay in police verification report, it may take longer in few cases. The Consulate does not interfere in police verification process and therefore cannot expedite it.

Q) My passport is valid; however, my marital status has changed after the issue of last passport. Am I required to renew passport before applying for PCC?

A) No. You may submit your PCC application with a copy of marriage certificate.

Q) Do I need to provide a proof of address in case there is a mismatch in the address in the passport and the PCC application? What proof of address should I provide?

A) Yes. Applicant should provide an Indian address of parents/close relatives etc. where someone can verify applicant's antecedents at the time of police verification. Valid Indian ID of the parents / relatives should be submitted along with the application form.

Q) What happens in case of receipt of an adverse police report from Police authorities?

A) Sometimes Report is marked Adverse on the basis of incorrect address, gender, parents name and wife's name. Applicants are therefore advised that please check the following personal particulars before filling the application:

- Correctness of the India address (make sure someone is residing at that address)
- Correctness of gender
- Correctness in spelling of parents' name as per their passports
- Correctness of spelling of spouse's name as per their passport

Q) How do I select correct police station while filling up PCC application?

A) Applicant can enquire from their native place or can search using the following link:

<https://mportal.passportindia.gov.in/mission/Police>

Q) Do photocopies of original documents need to be self-attested?

A) Yes.

All original documents must be accompanied by self-attested photocopies. Original documents are returned to the applicant after scrutiny.

Q) Can foreign nationals including UK nationals of Indian origin, who have stayed in India for education, training, family reason, etc. apply for PCC?

A) Yes. Foreigners who have stayed in India in the past for education, training, family reason, etc. and need police clearance for the period of their stay in India, such applicants may apply for PCC. They have to submit their educational degree, marksheet, school leaving certificate, job letter, institution admission record, passport copy, entry/exit stamps for visit to India on the passport etc. and

residence proof.) If they don't have sufficient documents, they have to obtain prior approval from Consulate by emailing at [ppt.edinburgh@mea.gov.in](mailto:ppt.edinburgh@mea.gov.in) along with all the required documents. After approval, PCC application may be submitted at the VFS centres.

### **Surrender Certificate – FAQs**

Q) What is Surrender Certificate?

A) Persons of Indian Origin (PIOs), who have acquired foreign citizenship are required to surrender their Indian passports to the nearest Indian Mission/Post immediately after acquisition of foreign citizenship.

Q) Who should apply for a surrender certificate?

A) Any Indian citizen who has acquired UK Citizenship is mandatorily required to surrender his Indian passport. Following this, a Surrender Certificate will be issued (the Indian passport is cancelled and returned to the applicant).

Q) Why do I need the Surrender Certificate?

A) Any Foreign citizen who previously held Indian Citizenship mandatorily requires a Surrender Certificate while applying for any Indian visa or OCI.

Q) Where can I submit my Surrender Certificate application?

A) All the application for the Surrender Certificate should be submitted at the authorised VFS Centres under the CGI Edinburgh's jurisdiction.

Q) How do I submit the application.

A) After filling and submitting the form online (<https://mportal.passportindia.gov.in/mission/>) applicant needs to submit the hard copy of form with photo, supporting documents and fee at VFS. Uploading of all the supporting documents, photo and signature/thumb impression is mandatory.

Q) What are the documents required

A) Please note that acceptance of applications for this service has been outsourced to VFS Global Services. Applications should be submitted to their centres. . The applicant would need to submit the following:

- Duly filled-in application form( <https://mportal.passportindia.gov.in/mission/>)
- Original Indian passport with one copy.
- Copy of the UK Citizenship/ Naturalisation certificate.
- Copy of UK passport.
- Photograph (to be pasted in the application form)
- Applicable Fees.

Q) Can I submit application at the Consulate in person?

A) No. Applications are accepted only through VFS.

Q) Can I collect passport directly from the Consulate?

A) No. Surrender Certificates are dispatched to the applicant's address as given in application form through VFS post/courier.

Q) I am a resident of a place outside the consular jurisdiction of CGI Edinburgh. Can I submit my surrender certificate application at the Consulate?

A) CGI, Edinburgh accepts applications only of people living in its Consular Jurisdiction

All the Surrender applications must be come through VFS. The Consulate will not accept any Surrender application directly from the applicant.

Q) What is the processing time for issuance of Surrender Certificate?

A) The approximate turn around time for getting a Surrender Certificate along with your cancelled passport is around 4-6 weeks from the date of submission at VFS in most cases. However, due to reasons beyond Consulate, it may take longer in few cases.

Q) Do photocopies of original documents need to be attested?

A) Yes. All original documents must be accompanied by self-attested photocopies. These documents should be presented for scrutiny at the time of submission of application if applicant is going to VFS.

Q) I acquired Indian UK citizenship in 2005 and had submitted Indian passports to Consulate Commission which were stamped cancelled and returned to me. Am I required to get a Surrender Certificate?

A) Indian passports of those acquiring foreign citizenship prior to 31 May 2010 used to be cancelled and no Surrender Certificate was issued. In case they wish to apply for OCI card then they need to show the proof of cancelled passport at the time of submission of OCI application.

Q) I am a UK citizen. I did surrender my Indian passport in 2014 and did not received my surrender certificate. Now my husband is applying for OCI and my surrender certificate is needed.

A) The concept of issue of Surrender Certificate came into existence on 1 June 2010. As you have surrendered your Indian passport in 2014, you must have received the surrender certificate at that time.

In case you do not possess the surrender certificate as on date, you may send the scanned copy of your surrendered Indian passport for verification at this end.

It is mandatory to have surrender certificate after June 1, 2010 for applying for OCI.

Q) What is the procedure to apply for a Surrender/Renunciation certificate for people who acquired UK Citizenship before/after 1st June 2010 but have lost their original last held Indian passport.

A) For Persons of Indian origin who lost their last held Indian passport, the following are the guidelines to be followed for applying for OCI:

(i) For loss of passports before June 1, 2010- Please submit an Affidavit. This document is then to be notarized and apostilled by the relevant UK authorities along with the copy of the lost passport. This affidavit with copy of first and last page of lost Indian Passport along with all the documents required for applying for OCI, as per Consulate's website can be submitted at the VFS centre.

(ii) For loss of passports after June 1, 2010- Applicant needs to furnish police report a copy of the lost passport at [ppt.edinburgh@mea.gov.in](mailto:ppt.edinburgh@mea.gov.in) seeking clearance to apply for a surrender certificate. Once the Consulate conveys its approval the applicant may submit an application for surrender certificate with the copy of the lost passport for applying for surrender certificate at the nearest VFS centre.

### **Emergency Certificate (EC)**

Emergency Certificate (EC) is issued primarily to facilitate the return of an Indian National to India in case of an emergency situation such as follows:

- It is not possible to issue a new passport due to a pending police verification from India.
- Indian nationals who have been denied a passport.
- Indian nationals who no longer have valid permit to stay in the UK.

- If a passport of individual has been impounded/revoked, or whose passports have remained expired for a long time.
- If an individual is under orders of deportation.
- If a passport cannot be issued to the applicant due to any other reason.

EC is issued primarily to facilitate the individual's return to India in an emergency and can be issued only when the individual's Indian nationality is confirmed. EC cannot be issued to travel to any other country except India.

How to Apply:

Step 1:

Arrange the following documents:

1. Photocopy of the first page and last page of the current/last passport.
2. 4 Photographs UK passport size.
3. Proof of current UK residence address: (allowed address proofs: UK Driving license, landline telephone bill, Lease Agreement, Tax statement, Home Internet bill, Government Photo ID, Hydro bill)
4. Indian address proof
5. A letter on a plain paper addressed to the Consulate General of India, Edinburgh explaining the circumstances and reason for seeking an EC.
6. Copy of resident permits
7. In case passport has been lost, the Original Police Report mentioning the serial number of the lost passport and name of the applicant.

Step 2:

Once the applicant has secured the documents, online application form needs to be filled on this link <https://mportal.passportindia.gov.in/mission/> (make sure that the details are filled based on their passport). Print the form and submit them at the VFS centre by appointment only through [www.hcilondon.gov.in](http://www.hcilondon.gov.in) website. Uploading photo signature/thumb impression and all the relevant supporting documents and annexures is mandatory.

It is advised not to book any flight tickets unless asked by the Consulate.

Emergency Certificate applications are not accepted over post/mail.