

**Consulate General of India
Frankfurt**

Appeal related to Frequently Asked Questions

In the recent weeks we have received several emails and telephonic enquiries on various issues. It has been observed that most of these queries pertain to issues about which information is already and readily available on the Consulate's website.

2. We also observe that people dial the emergency numbers provided on the website for routine queries related to consular services or send multiple emails to various official email IDs seeking same information which is already available on the website. Due to such practice, genuine callers **(lost passport, medical emergency, death, accident, people stranded at the airport)** are not able to reach the emergency number and are subjected to undue inconvenience.

3. We **appeal to all** to avoid calling on the emergency numbers for routine enquiries and refer to the following links from our website for queries of routine nature:

(a) I have a query about passport application, OCI application, attestation service, police verification, visa, specific queries pertaining to travel to India. Whom should I contact?

Please use the following link where all the functional contacts are readily available and you may directly seek appointment with the concerned section for your query/service. Kindly avoid calling the general number or emergency number for such queries.

<https://cgifrankfurt.gov.in/pages/93db85ed909c13838ff95ccfa94cebd9>

(b) I have a query about the documents required for Passport, OCI, Police Clearance Certificate, Attestation of Documents. Where can I get this information?

Please use the following links, where the relevant information is already available.

- (i) **Passport:**
<https://cgifrankfurt.gov.in/pages/b6d767d2f8ed5d21a44b0e5886680cb9>
- (ii) **Visa:**
<https://cgifrankfurt.gov.in/pages/3c59dc048e8850243be8079a5c74d079>
- (iii) **Attestation:**
<https://cgifrankfurt.gov.in/pages/091d584fced301b442654dd8c23b3fc9>
- (iv) **Other services including Police Clearance Certificate:**
<https://cgifrankfurt.gov.in/pages/37693cfc748049e45d87b8c7d8b9aacd>

In case you require a service that does not fall in any of the above categories then send an email on cons.frankfurt@mea.gov.in.

(c) My friend informed me that the Consulate is closed. The Visa Outsourcing Centre (IGCS) is also closed. I have a desperate situation and I need urgent assistance. How do I reach the Consulate for my urgent requirement?

The Consulate is not closed, it is providing services in a restricted manner due to Covid-19 related restrictions. The Outsourcing Centre is also not closed and is accepting applications also by Post. Due to German Government's advisories related to precautionary measures related to Covid-19 pandemic, the Consulate is providing services by prior appointment only. This is necessary to ensure social distancing and for the safety of applicants as well as Consulate staff.

(d) I have a query about my travel to India like booking of flight or requirement of prior registration for Vande Bharat flight. How do I book my flight or register with the Consulate?

With the launch of the bilateral Air Bubble with Germany and resumption of numerous flights to India by Air India and Lufthansa, you are no longer required to register with this Consulate or seek any clearance from the Consulate for your flight.

(e) I have query about Covid test before my travel to India or quarantine requirement after my arrival in India. Do I need a PCR test? I have undergone the test, is this test result valid in India?

A dedicated portal has been launched by Government of India called ‘Air Suvidha’ for the registration purpose. You may access the portal at <https://www.newdelhairport.in/airsuvidha/apho-registration>.

*Further, the information related to specific instructions related to **pre-travel formalities, quarantine requirement, immigration formalities** etc. is readily available on Bureau of Immigration webpage: <https://boi.gov.in/content/advisory-travel-and-visa-restrictions-related-covid-19-1>.*

There are also some FAQs on various queries pertaining to quarantine etc. which may be seen at the following link: <https://boi.gov.in/sites/default/files/u4/faq-covid19.pdf>

(f) I know about these webpages. I am unable to register or book my flight. The website does not work. Can the Consulate help me register on this portal/website?

Please note that the Consulate has no control over or role in this completely online process and is unable to influence the registration process in any manner. Sometimes due to technical reasons, you may face difficulty in uploading the information or get stuck at some stage. The Consulate is unable to make any change(s) or get the data uploaded since the process is fully centralized and is not under the Consulate’s control. You may seek support for such queries on the 24X7 Helpline on the following link: <https://www.newdelhairport.in/contactus>

(g) I have an urgent issue for which I have sought appointment and there is no response to my email(s).

*Please mention the **purpose of your email** clearly in the **subject** like **Appointment for Passport, Visa, Attestation, Police Clearance Certificate** etc. Avoid using general headings like **Emergency, Greetings, Query, I need help, Complaint**. By using the correct subject you will help us direct your appointment request*

immediately to the concerned official and to take immediate action on your request for appointment. This will help us reduce the response time to your appointment requests.

(h) I have sent multiple emails or I forgot to ask about a particular issue in my initial query and it was not properly addressed.

Please send all the queries/doubts that you have in one consolidated email rather than sending multiple emails with separate queries. It will help us answer your queries in one go and obviate the necessity of frequent and otherwise avoidable correspondence. It will also allow us to address more queries from other applicants rather than answering multiple queries from one individual applicant. It will also reduce our response time.

(g) At the time of filing of the Online Application for Passport/OCI etc. I had inadvertently entered some wrong information. Can the Consulate get it corrected?

The Consulate cannot make any change in the filled-up application form. There is no provision of any manual intervention in such cases. The process is completely online and the Consulate has no role or control over the application process nor is it authorized to make any manual change(s) in the application. Therefore, please fill up your form carefully and avoid submitting erroneous/incomplete information. Most importantly, do not forget to sign the application form before sending it to the Outsourcing Centre by Post. Also note that in case of minor(s)/small children, parents are required to sign the application.

4. We once again request you to avoid calling on the emergency numbers, unless absolutely essential, especially for queries which are already covered under the above categories. It will allow us to serve you better and also attend to your genuine needs in case of emergency. Your cooperation and support will help us to provide timely service to people in distress and smooth redressal of all your grievances.
