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## OVERSEAS CITIZENSHIP OF INDIA (OCI) CARDHOLDER

### FREQUENTLY ASKED QUESTIONS (FAQs) ON OCI MISCELLANEOUS SERVICES

**1. Who can avail the OCI Miscellaneous services?**

Only a registered Overseas Citizen of India (OCI) cardholder can avail the OCI Miscellaneous Services.

**2. Under what circumstances can the services be availed?**

OCI Miscellaneous Services can be availed only by the registered OCI cardholders for re-issuance/issuance of duplicate OCI documents in the following contingencies:

- (a) Issuance of new passport;
- (b) Change of personal particulars viz. nationality etc;
- (c) Loss/damage of OCI registration certificate;
- (d) Filling of wrong personal particulars while submitting online application viz. name, father's name, date of birth etc.
- (e) Change of address/occupation of the OCI cardholder.

**3. How to avail the services?**

For submission of application under OCI Miscellaneous Services online, the applicants may log on to <https://ociservices.gov.in>. Application under OCI Miscellaneous services should be submitted for all the requested services.

After submission of the complete application online including documents, photograph and signature, the applicants are required to bring only the originals of the supporting documents to the Indian Mission/ Post/ FRRO concerned for prior verification. **They are not required to bring hard copies/ printouts of the application or the photocopies of the uploaded documents.**

Details of offices where the applicants have to submit the original supporting documents for prior verification are as follows:-



### **Applicants outside India**

- (1) The Indian Mission /Post having jurisdiction over the country of which applicant is a citizen; or
- (2) If he/she is not living in the country of his/her citizenship, to the Indian Mission /Post having jurisdiction over the country of which the applicant is ordinarily resident.

### **Applicants who are ordinarily resident in India**

To the FRROs according to their jurisdictional control as mentioned below:-

S.No.	FRRO Office	States/ UTs (jurisdiction)
1	FRRO, Amritsar	Punjab, Jammu & Kashmir and Chandigarh
2	FRRO, Bengaluru	Karnataka
3	FRRO, Chennai	Tamilnadu, Puducherry and Andaman & Nicobar islands
4	FRRO, Delhi	Delhi, Haryana, Rajasthan, Himachal Pradesh and Uttarakhand
5	FRRO, Hyderabad	Andhra Pradesh, Telangana, Odisha and Chhattisgarh
6	FRRO, Kochi	Kerala (excluding jurisdiction of other FRROs in Kerala)
7	FRRO, Kolkata	West Bengal, Sikkim, Assam, Arunachal Pradesh, Mizoram, Nagaland, Manipur, Meghalaya and Tripura
8	FRRO, Kozhikode (Calicut)	Kerala (excluding jurisdiction of other FRROs in Kerala)
9	FRRO, Lucknow	Uttar Pradesh, Bihar and Jharkhand
10	FRRO, Mumbai	Maharashtra, Madhya Pradesh and Daman & Diu.  Till further orders, cases pertaining to Goa and Dadra & Nagar Haveli will also be handled by the FRRO, Mumbai
11	FRRO, Thiruvananthapuram	Kerala (excluding jurisdiction of other FRROs in Kerala) and Lakshadweep
12	FRRO, Ahmedabad	Gujarat

For addresses and contact details of FRROs, please log on to <https://boi.gov.in/content/frro-contact-list>

**Note :** 'ordinarily resident' will mean a person staying in a particular country or in India for a continuous period of 6 months.



If there is any deficiency in the application/ uploaded documents/ photograph, the Indian Mission/Post/FRRO concerned shall inform the same to the applicant by email. The applicant may then submit the required documents to the Indian Mission/ Post/ FRRO concerned, who will take necessary action to upload the same on the online system.

After verification of the documents with the originals and confirming that the application along with all the documents submitted are in order, the Indian Mission/Post/FRRO concerned shall click the following box provided on the online system:-

☐ Uploaded documents verified with originals and found to be correct."

Once the above box is clicked, the application will get automatically acknowledged on the online system. Simultaneously an auto email will be sent to the applicant informing "**Application received and is under process**". Thereafter, the originals of the supporting documents will be returned to the applicant.

**4. Whether hard copy of the application is required to be submitted for the change of address/occupation?**

No. Please see reply to Qn. 3 above.

**5. Whether a family can apply in the same form?**

No. Each person has to individually apply online for availing the services.

**6. What are the documents to be uploaded?**

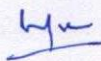
(a) **In case of issuance of new passport:** A copy each of (i) OCI card, (ii) new passport and (iii) Old passport. If the old passport is not returned by the concerned authorities while issuing new passport, copy of old passport may not be enclosed.

(b) **In case of loss of OCI Card**

A copy of the complaint lodged with Police authorities/ foreign police department (in case of theft/ loss/ damage of OCI card) and a copy of the OCI card. If the report is in foreign language, authorized translation is required. If a copy of the OCI card was not taken prior to the loss, it may not be enclosed.

(c) **In case of change of personal particulars**

Copy of the document (s) relevant for effecting the requisite changes. Sufficient proof for each requested services like change of name, change of address, occupation etc. is to be furnished.





Address proof – electricity bill or landline phone bill or undertaking letter of concerned person or rent/ lease agreement.

**7. What is the fee for availing the services?**

(a) A fee of US \$ 25 or equivalent in local currency is charged for re-issuance of a OCI card in case of issuance of new passport, change of personal particulars, wrong filing of particulars etc.

(b) A fee of US \$ 100 or equivalent in local currency is charged for issuance of duplicate OCI card in case of loss/damage to the document.

**8. Whether the fee would be refunded in case the requisite service(s) are not granted?**

No.

**9. Will there be a personal interview in the Mission/ FRRO?**

Only in case of loss/damage of OCI documents, the service would be granted after personal interview. The applicant shall be intimated date and time of personal interview from the Indian Mission/ FRRO after receipt of the application.

**10. How to verify the status of the application?**

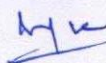
The applicant can verify the status of the application online on Online Status Enquiry by quoting the Registration Number or File (Acknowledgement) Number.

**11. What will be issued after availing the services?**

OCI Card shall be issued in respect of any/all service(s) (*except in cases of change of address/occupation*). The new OCI Card shall be issued only after cancellation of the old OCI Card.

In case of change of address/occupation, new OCI documents shall not be issued. Upon submission of online application, the data shall be captured and new address/occupation shall be printed which may be kept in the OCI registration certificate/ booklet for record purpose.

A new OCI Registration Certificate would be issued after surrender of the old OCI documents.





**12. Whether the applicant has to go in person to the Indian Mission/ Post/ Office for obtaining the new OCI documents?**

If the requisite service(s) have been granted, please contact the Indian Mission/ Post/FRRO where you have applied for OCI registration after 10 days from the date of dispatch of the documents or any day after receipt of documents at the Mission/ Post/ FRRO, whichever is earlier. In case of applications filed in India, applicants should approach the concerned FRRO with whom they had submitted the application either in person or through authorized person. In case of re-issuance of OCI registration certificate, please surrender the existing OCI registration certificate. In case of issuance of duplicate OCI registration certificate for damaged registration certificate, please surrender damaged registration certificate.

**13. Whether OCI documents have to be re-issued each time a new passport is taken?**

OCI registration certificate have to be got re-issued each time a new passport is issued up to the completion of 20 years of age and once after completion of 50 years of age in view of biological changes in face of the applicant.

Re-issuance of OCI registration certificate is not mandatory each time a new passport is issued between 21-50 years of age. However, if the applicant wishes to obtain new set of OCI documents, he/she can apply for the same. If the OCI card is issued at the age of 50 years, there is no need for re-issuance of OCI.

**14. What should be done for issuance of duplicate OCI documents in case of loss of OCI registration certificate?**

In case of loss of OCI documents, file a complaint with the Police authorities and enclose a copy of the complaint with the application along with the requisite fee.

**15. What is the time period for grant of the requisite service(s)?**

The grant or otherwise of the service(s) sought shall be ordinarily decided in one month from the date of acknowledgement of the application on the online system.

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