

**Embassy of India
Bratislava**

Citizen's Charter

The Citizen's Charter of the Embassy of India, Bratislava aims to provide information on the commitment to render various services to both Indian as well as Foreign nationals in a transparent and citizen friendly manner. The Embassy continuously strives to improve the quality of the services and to enhance the experience of the citizens and the clientele particularly those with priority or special needs.

S. No.	Service	Requirements	Timeline
1.	Passport (Fresh/ Lost/ Damaged/ Minor cases)	Applicants shall apply for renewal of passports at least six (6) months prior to its expiry and in no case later than 1 year after the date of expiry of the passport. Details are available at: https://eoibratislava.gov.in/general-information	Upto 30 working days [where Police verification (PV) not required] For PV cases: Upto 3 working days Application to be forwarded for PV Within 15 working days of receipt of the PV report, passport will be available for collection at the Embassy
2.	Emergency certificate	(One way travel document for India): <ul style="list-style-type: none"> · Application form completely filled in online at https://mportal.passportindia.gov.in/mission/ · Two recent ICAO Compliant colour photographs front profile with light background (5 x 5cm). · Original Police report for lost passport along with English translation. · Copy of lost passport. · Copy of Visa / Slovak Residence Permit (original to be produced for verification). · Copy of return flight ticket to India. · Fee Euro 12.00 	Within 2-3 hours at the Embassy itself
3.	Registration	For a child born in the Slovak Republic to be registered as an	Within 1-3 days

	of new born as Indian national	<p>Indian citizen, the application must be made within one (1) year of the child's birth on the prescribed form. In case the child is above one (1) year, the registration will be done subject to approval of competent authority.</p> <p>An affidavit needs to be submitted by the parents stating the reason why the child was not registered within one year of birth and that the child has not acquired citizenship of any foreign country. If one of the parents is a foreign national, parents will produce a letter from the Department of Foreign Affairs confirming that the child has not acquired citizenship of that country. Embassy (Consular Section) may be consulted for additional application requirements. Fees is Euro 19/- for registration of birth.</p> <p>Please follow the link for registration of children eligible for Indian nationality: https://indiancitizenshiponline.nic.in/</p>	subject to verification of documents
4.	Attestation of documents and Power of Attorney	<p>Any person who requires an affidavit, Power of Attorney to be used in India needs to bring the documents to be attested in original along with a photocopy and valid passport. Please note that POA need not to be notarised. It should be in a simple A4 size paper. In case of Powers of Attorney, a photograph of the executant(s) is also required. They are required to sign the documents in the presence of the Consular Officer. Details are available at: https://eoibratislava.gov.in/otherconsularservices</p>	The service is provided in 1-3 days.
5.	Police Clearance Certificate	<p>Police Clearance Certificate (PCC) is issued to Indian Passport holders in case they have applied for Residential Status, Employment or Long term visa or for immigration. PCC cannot be issued for persons going abroad on Tourist Visa. Please note that the PCC will only be issued after receipt of fresh police verification on the PCC application. This applies to all categories of applicants. Accordingly, all applicants for PCC are advised to apply for the same well in time. Details are available at: https://eoibratislava.gov.in/otherconsularservices</p>	Subject to approval of Police authorities in India. It is processed from the Embassy side in 1-3 days.
6.	OCI related services Information	<p>Please visit for more details: https://eoibratislava.gov.in/ocicard</p>	Upto 2-3 months subject to approval from authorities in India
7.	Renunciation of Indian	<p>Renunciation of Indian Citizenship should be completed before acquiring foreign citizenship else the Indian citizenship will be</p>	For renunciation of Indian citizenship :

	Citizenship / Surrender Certificate.	terminated automatically immediately upon acquiring the foreign citizenship. Also it is mandatory to surrender Indian passport immediately after acquiring the foreign citizenship else legal action might be initiated. Details are available at: https://eoibratislava.gov.in/renunciationofindiancitizenship	1-3 months Surrender of Indian Passport: 1-3 days Both these services are subject to approval of competent authorities in India.
8.	Visa related services (for foreign nationals)	Details are available at: https://eoibratislava.gov.in/visa https://eoibratislava.gov.in/visa-fee	Within 1-7 days of the submission of the application at the Embassy
9.	Assistance from Indian Community Welfare Fund (ICWF)	Details are available at: https://eoibratislava.gov.in/indiancommunitywelfarefund(icwf)	On case to case basis as per ICWF guidelines

* An ICWF surcharge will also be levied on all consular services

- Address of Embassy Office for Consular/Visa Services: Dunajská 4, 7th Floor, 811 08, Bratislava Phone: +421-2-52 96 29 16, Fax: +421-2-52 96 29 21,
- Email: hoc.bratislava@mea.gov.in.
- Emergency: In case of emergencies, Indian nationals needing assistance may call at the number +421-952-598-819 (Please note that this contact number is strictly for emergencies and not for routine services or queries.) For Emergencies services on weekends/ holidays please write to us at cons.bratislava@mea.gov.in with a copy endorsed to amb.bratislava@mea.gov.in & hoc.bratislava@mea.gov.in
- Registration: All Indian nationals in the Slovak Republic including Students are advised to register with the Embassy and MADAD portal. It is also advisable to comply with the local rules/regulations/customs of the Slovak Republic, as applicable, and remain in touch with the Embassy as well as follow the regular updates including advisories available on the website and other social media channels of the Embassy.
- Feedback/Grievance: For any feedback, suggestion or in case of grievances, Indian community members can reach the Consular Wing/Officers during the Open house sessions conducted monthly (every last working Thursday) at the Consular wing from 1530 hrs – 1630 hrs. Indian nationals could also write to us at cons.bratislava@mea.gov.in with copy endorsed to amb.bratislava@mea.gov.in & hoc.bratislava@mea.gov.in. If no reply or remedy is received even after 30 days, an email may be sent directly to amb.bratislava@mea.gov.in.
