

**Embassy of India  
Sao Tome**

**Frequently Asked Questions and their Answers (FAQs) on Passports and  
Miscellaneous 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://portal3.passportindia.gov.in>). Before you register your application on-line, please read the information on the website of the Embassy 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.

Q. Can I send the application by post?

A. Embassy does not accept applications by post.

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

A. Passport application, 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 Embassy only and Embassy doesn't accept postal applications for those services. 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.

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

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

- ❖ Online registered Application form (<https://portal3.passportindia.gov.in>)
- ❖ Two recent colour photographs (2" x 2") with light colour background and showing frontal view of full face (80% coverage) of the applicant.
- ❖ Original Indian Passport.
- ❖ Self-attested copy of the first and last page of Indian Passport Self-attested
- ❖ copy of local Residence Permit or a copy of the passport page where Residence Permit/Visa has been endorsed.
- ❖ reason for re- issue of passport if 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. 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. Embassy 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. 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 Embassy. 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 Embassy 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 Embassy does not take any responsibility for validity of any visa on your old passport.

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 Sao Tome? Do I need to register the birth at the Embassy? What is the process?

A. You need to register birth of your newly-born child at the Embassy. Registration can be within one year of the birth of the child. The registration will first take place online. Please make sure that all required documents, photo of the child and signatures of both parents 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 Embassy along with the online registered application form. The Consular Officer will check the application and all the documents. A birth certificate would be issued by the Embassy. It may be noted that registration of birth doesn't automatically lead to issuance of passport. The Embassy will verify all the relevant documents and follow prescribed procedures for issuance of passport, which may take six to eight weeks.

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 Embassy in person for registration of birth.

vii. The original Birth Certificate, Marriage Certificate, Passports and 4 Residence Permits of both the parents and should be brought to the Embassy.

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

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

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

Q. Can I get Police Clearance Certificate?

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 Embassy. Fees for various Consular services including PCC may be seen on the Embassy's website. PCC application has to be submitted in person at the Embassy. 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. Can I withdraw my passport after submission of application?

A. You cannot withdraw your existing passport after submission of your application (once accepted by the Embassy). 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. How can attestation fee be paid?

A. Fees for various Consular services may be seen on the Consulate's website. It may be paid by bank transfer only.

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 Embassy does not accept applications by post.

.....