

3 December 2025

**Embassy of India
Abu Dhabi

TENDER No. Abu/ Cons/415/17/2025 dated 20 November, 2025

RESPONSE TO QUERIES RAISED/ SUBMITTED TO THE MISSION/ CONSULATE

Note: Please note that the responses submitted to queries by this Embassy may be different from that of the other Embassies, where similar tenders have been floated. Bidders are expected to go through the responses in detail before submitting their bids.

S. No	RFP Section	Tender Text	Question for clarification	Response
1.	Chapter III Point No (iii)	Bidding companies not cleared from the security angle as decided by the Ministry of External Affairs, New Delhi, will not be eligible for award of contract	1. Could you please clarify the criteria used for determining security clearance for the bidding companies 2. What is the expected timeline for the security clearance process for the bidding companies? 3. Is there an appeal or review mechanism if a company is not granted security clearance	Criteria for security clearance shall be as decided by the Ministry of External Affairs, New Delhi. Financial bids shall be opened only after completion of security verification by the Ministry in respect of all bidders who have been declared technically qualified.
2.	Chapter VII Point xi	Office Requirement Al Reem Island 2500 sq feet space required	Since most commercial buildings in Al Reem Island require access cards and do not allow walk-ins, making them unsuitable for	Location and space requirements are to be provided, strictly in accordance with the specifications mentioned in the RFP.

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			passports and related services, can we explore nearby areas such as Salam Street, Al Zahiyah Street, or Al Maryah Island for a more accessible office location?	
3.	Chapter VII Point xi	Office Requirement Dubai 10000 sq feet space required	Given the limited availability of 10,000 sq. ft. office spaces in Bur Dubai, would it be acceptable to split the requirement into two separate offices on the same floor or within the same building? Additionally, can we consider multi-level office spaces with internal access between floors to meet the total space requirement?	Location and Space requirements are to be provided as mentioned in RFP only. The proposed ICAC can be split into multiple floors as long as they are contiguous office spaces with direct internal access between them. Floors where applicant has to travel through an external lift/ elevator are not admissible.
4.	Point b	The SP shall also provide a minimum of 15 staff to facilitate the backend coordination and to ensure the smooth functioning of ICACs.	<p>Could you please clarify the specific roles and responsibilities expected from the minimum 15 staff required for backend coordination and the smooth functioning of the ICACs</p> <p>Which location should these backend staff be stationed.</p> <p>What minimum qualifications or grade are expected for these staff members.</p>	<p>The roles and responsibilities of the 15 staff at Mission/ Post would include:</p> <ul style="list-style-type: none"> - Coordination with Mission/staff officials - Coordination with OSP staff in ICACs - Sorting of applications and documents at the Mission/ Post - Preparation of documents for delivery

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				<p>The backend staff would be stationed in Al Khalidiya (Abu Dhabi) ICAC and Bur Dubai ICAC (Dubai) and would be deployed in Mission/ Post for coordination as required.</p> <p>The backend staff shall fulfil the same qualification requirements for SP's staff mentioned in the RFP</p>
5.	Point # c	The SP shall operate, on a regular basis, 1 submission counter at the Mission in Abu Dhabi and 3 submission counters at the Post in Dubai with adequate number of staff, for processing the applications of special cases	<p>1. Could you please clarify what constitutes "special cases" and why these applicants cannot submit their applications at the OSP?</p> <p>2. Additionally, are the 1 counter in Abu Dhabi and the 3 counters in Dubai included within the existing counter requirements for each location, or are they separate?</p> <p>3. Lastly, what additional responsibilities or expectations apply to the staff assigned to these special-case counters?</p>	<p>The counters would be processing the applications of applicants who have exigencies, as decided by the Mission/ Post.</p> <p>The counters are in addition to the minimum counter requirements for different locations under CHAPTER VII A (xi) of the RFP.</p> <p>Staff at these counters in Embassy/Consulate are required to submit the application in similar manner as in the normal centers.</p>
6.	Point ix	Whenever the Mission/Post	Will the Mission/Post formally	Yes. Mission/Post will notify OSP

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		requires any applicant to come for an interview, the SP should coordinate with the applicant for the same	notify the SP in writing when an applicant is required for an interview, and is there a specific day or time designated for such interviews	wherever applicant is required at Embassy/Consulate.
7.	Point x Sub point (f)	The SP shall provide Walk-in facility for specific category of applicants, prescribed by the Mission/Post at no additional cost to applicants.	<ol style="list-style-type: none"> 1. Could you please clarify which specific categories of applicants are eligible for the walk-in facility? 2. Is there a defined limit on the number of walk-ins allowed, or can they be accepted based on center capacity? 3. Since appointment slots may be full and walk-in waiting times could vary, will the Mission/Post provide any exemptions or flexibility for managing such cases? 4. Additionally, since the Mission/Post already accepts applications at its premises under special cases, can certain walk-in applicants be redirected there if they qualify as special or emergency cases as they are coming as walk in and not as appointment? 	TATKAL applications and Emergency cases as approved by the Mission/Post to be accepted as Walk-in.
8.	Clause F	The SP after the initial	With the launch of GPSP 2.0,	Original Physical application is to

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	Sub point (i)	processing of the application at their end shall send the original applications	where all applications, data entry, and photo uploads are done online, is the SP still required to send the physical application to the Mission, or can the original documents be returned to the applicant after submission?	be sent to the Mission.
9.	Clause P Point (vii) Operating hours	Acceptance of application at the counters of ICAC should be at least 60 hours per week and Back Office working time should be at least 72 hours per week. (Operating hours/submission hours can be modified by Mission)	As per UAE labour law, employees can work a maximum of 48 hours per week, and most commercial buildings operate for approximately 9-10 hours per day. In this context, how can the ICAC operate for 60 submission hours and 72 back-office hours per week? Can these operational requirements be adjusted to align with local UAE regulations and building operating hours?	The Operating hours/submission hours are for the ICAC. SP is expected to prepare a staffing plan based on these operating/submission hours, while fully complying with the UAE labour laws.
10.		The ICAC shall prominently display the Service Level Metrics/Penalties on the SP's website for information to the applicants.	Is it mandatory to display the Service Level Metrics and Penalties on the SP's website, considering that the penalty clause is an internal provision of the RFP agreement between the Ministry, Mission and the SP? What is the purpose of making this information public, and how does it	It is mandatory to display the Service level metrics/Penalties as per the RFP. It will ensure transparency in operations for the applicants availing the services.

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			benefit the applicants?	
11.	Point 3: Application Facilitating Services at ICACs	SP shall be responsible for providing the above 'Application Facilitating Services' viz. photocopying, photographs, Form filling, and Courier services, to applicants at no additional charge/cost to be borne by applicants.	<ol style="list-style-type: none"> 1. Could you please clarify whether printing services (black & white or colour) are also included under the no-cost Application Facilitating Services? 2. Additionally, since GPSP 2.0 allows digital uploading of photographs and documents directly to the portal, what is the rationale for still requiring physical photographs and physical application forms from applicants when all documents can be uploaded either by the applicant or at the AFS counter? 3. What is the purpose of sending physical applications to the Mission, information is already stored in the GPSP 2.0 system? 	<ol style="list-style-type: none"> 1. Yes. Printout of documents (from email/ Whatsapp) is covered under 'Photocopy' of Application Facilitating Services. No additional charges will be collected from the applicant for such printouts. 2 and 3. Not all services offered under the RPF are through the GPSP portal.
12.	CHAPTER VIII: SERVICE STANDARDS	Point 1a: The SP shall also ensure adequate measures to eliminate no-shows and prevent bulk/fake booking of appointments in the system.	<ol style="list-style-type: none"> 1. Since the RFP permits submission of applications through representatives, should these submissions also be routed strictly through the appointment system? 2. Additionally, how will the Mission/Post support the SP in managing bulk appointment 	Yes. SP should ensure submission of all applications through appointments only except those walk-in categories and approved individually by the Mission/ Post

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			requests submitted by companies handling large volumes of blue-collar workers, to ensure compliance while preventing no-shows and fake bookings?	
13.	CHAPTER XI: SERVICE LEVEL METRICS/PERFORMANCE Point 13	The SP shall ensure that there shall be 72 working hours per week and 60 working hours for submission/collection	1. As per UAE labour law, the maximum permissible working hours are 48 hours per week. 2. How will the Mission guide or support the SP in ensuring the ICAC remains operational for 72 hours per week without violating local labour laws?	The Operating hours/submission hours are for the ICAC. SP is expected to prepare a staffing plan based on these operating/submission hours, while fully complying with the UAE labour laws.
14.	Point 8 - 10	The Mission handled approximately 1,582,735 no. of services / transactions during the three years from Jan-2022 to Dec- 2024. (Equivalent to 1760 transactions / services per working day, assuming 300 working days in a year)	The RFP specifies the overall volume of services processed during Jan 2022–Dec 2024 but does not indicate how these volumes were distributed across the existing centers located in Abu Dhabi, Dubai, Sharjah, Ajman, Fujairah, Umm Al Quwain, Khor Fakkan, Kalba and Ras Al Khaimah. Could you please provide the approximate number of services/transactions handled at each of these locations during the same period	Number of services provided at different locations from 2022 to 2024 are attached at Annex-1
15.	Point 8	The Mission handled approximately 1,582,735 no. of services / transactions during	In addition to the total transaction volume, could you please provide an approximate percentage share of	Information on the volume of Value-Added Services from Jan 2022-Dec 2024 is not available.

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		the three years from Jan-2022 to Dec- 2024. (Equivalent to 1760 transactions / services per working day, assuming 300 working days in a year)	value-added services such as courier services, form-filling, photocopying, and photograph services during the same period?	As per the data available for 2025, almost all applicants avail courier, SMS and photograph services. Around 60-70% applicants avail form filling services. It may be noted that the OSP cannot provide any other value added services as per current RFP.
16.	Point No xiii	Turnaround time to 30 minutes for all applicants from token generation to accept applications and payment at the counter of ICAC.	The RFP mandates a 30-minute turnaround time from token generation to application acceptance at ICAC counters. Please confirm whether this 30-minute SLA also applies to AFS counters.	Turnaround time of 30 minutes for any applicant will be from the time of token generation to acceptance of application and payment at the counter of ICAC. It includes time taken for providing AFS also.
17.	Point D – Service Standards	If the Mission/Post is not satisfied with the response of the SP, the Mission/Post shall have the right to impose penalties and/or terminate the agreement by giving six months' notice	<ol style="list-style-type: none"> 1. Will the Mission provide the SP with comprehensive Standard Operating Guidelines (SOPs) outlining the expectations, processes, and performance parameters on which the SP will be evaluated? 2. As the SP will be required to operate according to new guidelines and procedures issued by the Mission, will there be a training or transition period before penalties are applied? 	Complete procedures/guidelines are provided in the RFP. Any changes to these procedures/ guidelines will be communicated to the SP. Mission/ Post will work with the SP closely for smooth implementation of any changes in the procedures/ guidelines introduced during the period of operations.

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			3. During this initial implementation phase, will the Mission allow a grace period for the SP to align operations with the new standards before exercising any penalty or termination clauses?	
18.	Clause XII point no c	"The Parties may submit the dispute to Arbitration under the Delhi International Arbitration Centre..."	Will the Mission agree to keep the arbitration process confidential and not disclose details under RTI?	Information admissible under RTI Act can be disclosed.
19.	Chapter XV, Clause B(II)(a)	"The Financial Bids (Annex K) of only those bidders who qualify in the technical evaluation... shall be opened..."	Is there a mechanism to verify the financial responsiveness of bids before opening, to prevent unrealistic pricing?	SP is required to submit the financial bid, keeping in mind the cost involved in delivering the services and maintaining the standards, as per RFP. The Lowest Financial Bid (L1) will be determined based on the Service Fee quoted by the bidders, as per Annexure-K of this RFP. The bidder who has quoted the lowest 'Service Fee' will be ranked as L1 and the contract will be awarded to the L1.
20.	Chapters IV & V	"The Bidding Company must certify that the company and its subsidiaries are not involved in any unlawful or illegal activity..."	What are the security clearance criteria regarding ongoing criminal cases against top management/board members?	The criteria for security clearance are as decided by the Ministry of External Affairs, New Delhi. Bidding companies should provide all certifications as per RFP.

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21.	Chapter 1 point no 8	Details of CPV services provided during the period for 2022 till 2024	Can the mission share the data for CPV services provided in 2025 from Jan till date	Data for services from Jan-Oct 2025 is attached in Annex-2
22.	Chapter XII	"The decision of the Arbitration Tribunal shall be final and binding on the Parties."	Are RFP terms open to judicial interpretation on principles of equity and natural justice outside arbitration?	Bidders are required to provide an undertaking to comply fully and without any reservations with the scope of work and deliverables included in this RFP along with the provisions of Draft Contract Agreement as given under Annexure-L of the RFP, if the contract is awarded.
23.	Chapter XII & X	Dispute Settlement & Bank Guarantees	If judicial intervention makes implementation unviable, can L1 withdraw without forfeiting EMD/BGs?	L1 cannot withdraw from the tender after the declaration of the results of the financial bids/award of contract. [Refer to para-B(II) (h) of the chapter XV of the RFP]
24.	Chapter XV, Clause B(II)(e)	"The Lowest Financial Bid (L1) will be determined based on the Service Fee quoted by the bidders..."	If L1 doesn't accept LOI, will L2 be offered the contract at L1's price or L2's price?	Such cases shall be dealt with in accordance with the procurement rules and guidelines of the Government of India.
25.	Chapter XV	Financial Bid Evaluation Process	Is there any provision to declare a bid financially unresponsive for predatory pricing? Are there pricing guidelines?	The Lowest Financial Bid (L1) will be determined based on the Service Fee quoted by the bidders, as per Annexure-K of this RFP. The bidder who has quoted the lowest 'Service Fee' will be ranked as L1 and the contract will be awarded to the L1."
26.	Chapter III 1.a	The signing of the Agreement	After accepting a Letter of Intent	Draft agreement to be signed

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		between the Mission and SP - within thirty working days of the issue of the Letter of Intent	(LOI), what is the scope of negotiation before signing the final agreement, and does acceptance of an LOI foreclose all negotiation rights?	between the SP and the Mission/ Post is provided in Annexure-L of the RFP. There is no scope of any negotiation as per the RFP
27.	Chapter XI, Clause (i)	"...if two warnings given to the SP remain unheeded..."	What is the formal warning process and what action is required for a warning to be "heeded"?	Warning will be in the form of a Show-cause notice issued by the Mission/ Post. In case of no-action by the SP or the explanation submitted by the SP is not satisfactory, then the penalty will be imposed and the same will be communicated to the SP.
28.	Chapter VII, Section 3, Clause IV	"SP shall not indulge in the sale or promotion of any value-added services, including premium lounge Services..."	Is the SP permitted to propose additional Value-Added Services at a later stage?	NO. SP shall not indulge in the sale or promotion of any value-added services, including premium lounge Services.
29.	Chapter XVI, Timeline	"Manpower training & handshake with the previous service provider."	Will the Mission facilitate a structured handover with the incumbent service provider? What if there are pending digitization, undelivered passports and pending cases which were not addressed with the incumbent SP. How would the mission help in resolving the concern.	The new SP will be responsible only for the applications handled from the date of commencement of its operations. There would be no transfer of applications between the incumbent and the new SP. The incumbent SP will complete the services for all the applications received by it.

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30.	Chapter III	DETERMINATION OF SERVICE FEE	Please clarify whether any annual escalation in rentals/utilities is allowed within the Service Fee	During the tenure of the contract, there shall be NO revision in the Service fee. Hence, the rates should be quoted with this provision in mind.
31.	CHAPTER VII	SCOPE OF WORK AND DELIVERABLES REQUIRED	<ol style="list-style-type: none"> 1. Can the Mission provide minimum expected footfall per ICAC to calibrate staffing? 2. Please confirm if the minimum area mentioned per location is usable area or gross leasable area 3. Kindly clarify whether biometrics stations are part of the minimum counters or additional 	<p>Staffing requirement is already mentioned in the RFP.</p> <p>The minimum area mentioned in RFP is the usable area dedicated for ICAC.</p> <p>An adequate area should be earmarked for enrolment of biometric data of the applicants.</p>
32.	-	General	Will a bidder who was debarred by the MEA but has been successful in receiving a complete stay on the debarment order from the Hon'ble Court which is testimony to the fact that the balance of convenience heavily lies in favour of the bidder be in any way disadvantaged in the technical bid or the overall bidding process?	Bidding Companies are required to submit a detailed Technical and Financial proposal for the delivery of CPV services in accordance with this RFP. The evaluation of the bids and the award of the Contract will be as per provisions indicated in the RFP.
33.	-	General	Will the Embassy have the right to annul the RFP before the 6 months period has expired?	The Mission/Post reserves the right to annul the bidding process, at any time, thereby rejecting all proposals,

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				prior to the award of the Contract/ any Agreement being signed, without assigning any reasons. [Refer to para xiv (k) of the Chapter-III of the RFP.]
34.	-	General	Will there be a distinction between 30 working days and 30 days and will it be adhered to while giving deadlines to sign the agreement etc?	Unless specifically mentioned, the number of days mentioned in RFP and the draft agreement refers to 'calendar' days and not 'working' days.
35.	-	General	Will a bidder be disqualified from security angle if its top management has been accused in criminal cases and trials are ongoing? This is pertinent as some companies and bidders are still in the business of providing CPV services whose top management has cases against them? In other words, what is the criteria to assess seriousness of a criminal charge to qualify or disqualify anyone from the security angle? In furtherance, some top executives do not show themselves as part of active management on paper but are still heading the boards of listed companies who are bidding for such contracts? Will criminal cases	Criteria for security clearance shall be as decided by the Ministry of External Affairs, New Delhi. Financial bids shall be opened only after completion of security verification by the Ministry in respect of all bidders who have been declared technically qualified.

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			including raids against such individuals also make their company get disqualified from the security angle?	
36.	-	General	Will the benchmark be the technical bid of the L1 or the RFP?	The minimum benchmarks have been prescribed in the RFP. In case the SP proposes higher benchmarks in its technical bid, it shall form part of the agreement.
37.	Part III: TECHNICAL BID EVALUATION PROFORMA Scoring Criteria/Remarks Sr. No. 1 (b)	Parking facilities with capacity and type of parking 5 Marks- Exclusive Parking with adequate slots in ICAC 4-Marks- Adequate parking slots in or near ICAC Less than 4 Marks – for Inadequate slots/slots not closer to ICAC	Please be kind to provide clarification on the definition and scope of "Exclusive Parking" as outlined in the tender as also a confirmation of the number of parking slots to be categorized as "Exclusive Parking" is requested. This information is crucial for bidders to accurately assess project requirements and submit competitive bids.	Exclusive Parking means parking space exclusively reserved for applicants visiting ICAC. Bidders are to arrive at the adequate number of parking slots as per the number of applicants anticipated to visit ICAC and based on existing local norms. Marks under Technical bid evaluation will be awarded based on the information/presentation provided by the bidder.
38.	Chapter XIV, Point No. 1(ii)	Envelop 2: A separate closed envelope containing the Technical Bid comprising of Bid Cover Letter and Declaration (Annex-F), Mandatory Eligibility Criteria	Kindly advise how many original and copies of technical bid are required.	One Original and 4 physical copies of technical bid are required. One soft copy of the technical bid is also to be submitted separately

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		(Annex-D), Technical Bid (Annex-J) and a Declaration by the Bidder (Annex-E). All these annexures should be duly filled in. Four Copies of technical bid along with soft copy (Microsoft Word format) in a CD, to be enclosed.		
39.	Chapter X point No 1(i)	The SP shall provide a Bank Guarantee in AED the Govt funds held by SP temporarily.	Kindly advise amount for the same.	<p>Bank Guarantee for the Government funds held by it temporarily, after collection, and for the safety of documents is fixed at 5 days of daily Government revenue for the Mission/Post for providing CPV services, as applicable based on the average of the past two years.</p> <p>Based on the average for the years 2023 and 2024, the amount works out to AED 210,000</p>
40.	Chapter III: Instructions to Bidders of the RFP Sub-paras (xi) & (xii)	Explicitly allows Bidding Companies to submit Bid Security and Performance Security in the form of Insurance Surety Bonds (ISBs).	Kindly elaborate the term Performance Security; Whether it implies the three BGs to be submitted by the prospective SPs towards security of the contract mentioned in Chapter XL BGs, sub-paras (i), (ii) and (iii).	<p>The following four Bank Guarantees are required under the RFP:</p> <p>(1) Earnest Money Deposit (EMD)/ Bid Security (to be provided by all bidding companies)</p> <p>(2) Bank Guarantee for the</p>

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				<p>Government funds held (to be provided by the SP)</p> <p>(3) Performance Bank Guarantee (PBG)/ Performance Security (to be provided by the SP)</p> <p>(4) Bank Guarantee for the Premature Termination of the Contract (to be provided by the SP)</p> <p>The Bidder/Service Provider shall have the option to submit the aforesaid four Bank Guarantees in the form of Insurance Surety Bonds (ISBs).</p>
41.	Chapter X: BGs, Para 1, Sub-Paras (i), (ii), and (iii)	<p>It has been stipulated that the following three BGs are to be submitted by the prospective SPs towards security:</p> <p>(i) Govt. Funds: Guaranteeing the remittance of collected fees is a core performance obligation of the contract,</p> <p>(ii) Performance BG: Explicitly covers general service delivery, and</p>	<p>We request</p> <p>(i) the categorization of the three BGs as "Performance Security" guarantees and</p> <p>(ii) to ensure these instruments are underwritten correctly by insurers under the "Surety" framework, RFP and the Draft Contract (Annexure-L) may be amended to state that these three BGs (Govt. Funds, Performance, and Premature Termination) are recognized as</p>	<p>The Bidder/Service Provider shall have the option to submit the four Bank Guarantees prescribed in the RFP in the form of Insurance Surety Bonds (ISBs).</p>

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		<p>(iii) Premature Termination: Ensuring the contract runs its full term is a performance obligation.</p> <p>We submit that all three specific guarantees required in the RFP are fundamentally guarantees of performance since under the principles of Surety Insurance (Section 126 of the Indian Contract Act, 1872), a Surety Bond is a contract to perform the promise or discharge the liability of a third person in case of default.</p>	components of the overall Performance Security, and thus covered by Insurance Surety Bonds.	
42.	Chapter X: BGs	<p>Request to Accept Insurance Surety Bonds in Indian Rupees (INR).</p> <p>It is stipulated that the three BGs namely (i) For Govt. Funds, (ii) Performance Bank Guarantee, and (iii) For Premature Termination must be provided in AED.</p> <p>Constraint via IRDAI</p>	<p>Since Indian insurers are statutorily restricted from issuing Surety Bonds in foreign currency (AED) or for commitments purely domiciled outside the jurisdiction of Indian currency regulations, we request to:</p> <p>(i) to accept Insurance Surety Bonds in Indian Rupees (INR) equivalent to the required AED value (calculated at the prevailing</p>	<p>All Bank Guarantees shall be submitted in accordance with the requirements of the RFP.</p> <p>The Bank Guarantee/ISB shall be furnished in AED only.</p>

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		<p>Guidelines: As per the latest IRDAI guidelines governing Surety Insurance contracts in India, specifically Clause (c), which states:</p> <p>"Surety Insurance contracts shall not be issued where the underlying assets / commitment are/is outside India. Further, the payment for risk covered under the Surety Insurance contracts shall also be made in Indian rupees."</p>	<p>exchange rate), and</p> <p>(ii) allow the submission of INR-denominated Surety Bonds in MEA, New Delhi if acceptance in EI, Abu Dhabi might be procedurally difficult.</p>	
43.	Annexure L: Draft Contract Agreement	We noticed the words regarding submission of Insurance Surety Bonds are missing in the Draft Agreement (Annexure-L).	Could you please advise?	It is confirmed that Bidding Company can submit all four BGs in the form of Insurance Surety Bonds (ISBs) also.
44.	Annexure L: Draft Contract Agreement.	<p>Request for Surety Bond Formats</p> <p>The RFP/Draft Agreement provides specific formats for BGs as per Annexure G of the RFP and Bid Security as per Annexure H of the RFP.</p>	Since the legal verbiage of a Surety Bond differs slightly from a BG, it is requested to: share an approved format for the ISBs.	<p>There is no specific format prescribed for submitting the Insurance Surety Bond (ISB) prescribed in the RFP.</p> <p>However, the ISB must conform to the standard format issued by insurance companies recognised by</p>

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				the Insurance Regulatory Development Authority of India (IRDAI), in accordance with the IRDAI (<i>Surety Insurance Contracts</i>) <i>Guidelines, 2022</i>
45.	Chapter XIV point No 1(iv)	The proposal must contain the information required by the RFP, in original, signed.	Could the Bid docs be signed by DSC or physical signatures are required.	Physical signatures are required
46.	Chapter VII: Scope of Work and Deliverables Required Clause x Appointment System (b)	The SP shall also maintain the turnaround time of 30 minutes for any applicant from token generation to acceptance of application and payment at the counter of ICAC.	<p>The Tender specifies the turnaround time for 30 minutes and as per our understanding, the turnaround time will be only for submitting the application and a separate time would be allotted for mandatory applicant facilitation services e.g. form filing, photocopy, photograph services, etc.</p> <p>We request the Mission/Ministry to re-consider this aspect as the mandatory services of Form Filling, Photocopy, Photograph, Courier for which applicants will take a minimum of additional 6 minutes per applicant over and above the time taken to process</p>	Turnaround time of 30 minutes for any applicant will be from the time of token generation to acceptance of application and payment at the counter of ICAC. It includes time taken for providing AFS also.

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			the application and waiting time. This will in turn increase the overall TAT.	
47.	Annexure K- Financial Bid	Note: 1 – Service Fee quoted above is the ‘Service Fee per application’ payable to the Service Provider. Bidder shall quote the Service Fee as per deliverables of the RFP including digitization and indexation of documents, enrolment of fingerprint biometrics, facial Biometric capture, and provision of four Application Facilitating Services viz, photocopying, photographs, Form filling, and Courier Services.	As the Service Fee has multiple components, please be kind to clarify how is the service fee to be quoted if for instance an applicant does not avail any or all of the 4 Application Facilitation Services.	A singular all-inclusive Service Fee has to be quoted as per Annexure K of the RPF, regardless of applicant availing any or all of the application facilitation services. SP shall not charge any additional fee for the various services/ deliverables in the RFP.
48.	CHAPTER I: Request for Proposal (RFP) Clause 1	The award of the Contract will be, as per provisions indicated in the succeeding paragraphs, on the L1 basis of Financial Bids in the two-tier tender process consisting of Technical Bids and Financial Bids.	Please be kind to tell us how tendering authority would ensure that the price quoted by any bidder is viable?	The Lowest Financial Bid (L1) will be determined based on the Service Fee quoted by the bidders, as per Annexure-K of the RFP. The bidder who has quoted the lowest ‘Service Fee’ will be ranked as L1 and the contract will be awarded to the L1.”

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49.	Chapter V, Clause 1 (x)	The Bidding Company must provide certification that its operations are compliant with local labour laws and the relevant tax regime and shall continue to be compliant with such regime.	As the operations of the bidding company would only stand initiated post the award of the tender, would a bidder whose bid is unable meet viability standards based on local labour laws read with labour requirements as per the RFP, stand to be declared as non-responsive. Further, what would be the procedure for such determination?	The Lowest Financial Bid (L1) will be determined based on the Service Fee quoted by the bidders, as per Annexure-K of the RFP. The bidder who has quoted the lowest 'Service Fee' will be ranked as L1 and the contract will be awarded to the L1."
50.	Chapter VII: Scope of Work and Deliverables Required Clause 1, Para A, Sub-para (xi) Indian Consular Application Centre	The SP is required to set up a new Indian Consular Application Center (ICAC) in prominent locations as specified in the following table under the jurisdiction of Mission/Posts, in well-connected commercial complexes with ample parking facilities for applicants.	Please advise what constitutes a new ICAC in terms of the RFP?	The SP is required to set up new Indian Consular Application Centers (ICAC) in prominent locations as specified in Schedule-II. The ICACs should have sufficient space for Reception desk/ counters/ workstation/ walk-in applicants, seating of waiting people, space for smooth movement of incoming and outgoing visitors, separate exit/entry to ensure smooth flow of people, etc. Existing Consular Application Centres operated by incumbent OSPs shall not be considered.

S. No	RFP Section	Tender Text	Question for clarification	Response
	(ICAC): Point a.			
51.	Chapter XV, Para B (II)(c)	Before the opening of the Financial Bids, the marks obtained by the various bidders in the Technical Bid stage will be communicated by email.	We request the Mission also provide the scores provided to the bidder for each of the respective items in the technical bid?	Yes. The marks obtained by the bidder in each of the respective items in the Technical Bid Evaluation Proforma will be communicated by email to the concerned bidder.
52.	Annexure: K - Financial Bid	Note: Proforma of Service Fee is to be filled correctly, without any omission. Any vague details/no response may lead to rejection of the bid.	If there is just one consolidated Service Fee to be quoted by the bidder. Please advise what specific details are considered under vague here. And what are mandatorily required to be shared.	A singular all-inclusive Service Fee has to be quoted as per Annexure K of the RPF. Service Fee (in AED) must be filled correctly both in figures and in words, without any discrepancy.
53.	Part III: Technical Bid Evaluation Proforma Point 9	Reputation of the bidding company in the market and quality of non-GOI client list and references received from them.	Please be kind to clarify the Reference Letters provided to the bidding company by foreign client governments will be considered in assessing market reputation.	Yes.
54.	Chapter V: Mandatory Eligibility Criteria (ii) & (iii)	(ii) The Bidding Company must have a minimum net worth equivalent to US Dollar 05 million. The Bidding Company must submit audited balance sheets and income statements for the last three years as of December 2024 to demonstrate	We kindly request you to confirm the applicable years for the conversion rate of US\$ to INR for calculating the equivalent value of Turnover and Net Worth.	US\$ 1 = Rs. 74.85 (2020) US\$ 1 = Rs. 73.25 (2021) US\$ 1= Rs. 76.83 (2022) US\$ 1= Rs. 83.40 (2023) US\$ 1 = Rs. 83.60 (2024)

S. No	RFP Section	Tender Text	Question for clarification	Response
		<p>its net worth.</p> <p>(iii) The average annual turnover of the Bidding Company during the three-year period (Jan 2021-Dec 2024) must be at least US\$ 5,00,000 excluding any subsidy or financial help in any manner received from the local govt. or entity or organization.</p>		
55.	Chapter VII: Scope of Work and Deliverables Required	<p>T. Consular Camps: The SP may be required by the Mission/Post to organize Consular Camps at any location within the consular jurisdiction of the Mission/Post at no additional cost to the Government of India/Mission/Post or applicants. SP will be required to provide services, including scrutiny of applications for Consular/ Passport/ Visa/ OCI/ PCC/</p>	<p>Since the organisation of consular camps is a requirement in addition to regular ICAC centers, we request to kindly provide us the following information:</p> <p>4. Manpower & Resource Requirements: Number of personnel required for consular camp operations; and Number of applications anticipated to be processed at each camp.</p>	<p>The organisation of consular camps will be done in close coordination with the Indian community organisations and other partners of the Mission/ Post. The SP is required to deploy manpower and equipment and also arrange for their transportation to the location of the consular camp. The basic infrastructure (space, power etc) will be coordinated by the Mission/ Post. The duration of the camps, logistics etc will vary from camp to camp.</p>

S. No	RFP Section	Tender Text	Question for clarification	Response
		<p>Surrender Certificate / GEP Verification/Attestation/Misc. services etc. as also the acceptance of fees. The same Service Fee should be levied on applicants. No additional service charge will be paid to the SP. These camps are to be organized in cities other than the location of the Centres and around 10-15 camps would be organized every month by the Mission/Post. The SP should quote financial bid keeping in mind this aspect.</p> <p>The SP should quote financial bid keeping in mind this aspect and SP will not be allowed to charge any additional cost from anyone [either from the applicant or Mission/Posts/Ministry].</p>	<p>4. Camp Organization & Logistics:</p> <p>a. Kindly provide logistics for proposed organization and conducting of consular camps.</p> <p>b. Kindly specify the typical duration of each consular camp.</p> <p>3. Infrastructure & Space Requirements: Please indicate the modalities for space requirements or infrastructure that is needed for the successful operation of a consular camp.</p>	
56.	Part III: TECHNICAL	Location of the ICACs: Marks will be given as per	We kindly seek clarification on the terms 'Prime Location' and	Prime location will be assessed in terms of the locations with easy and convenient access through public

S. No	RFP Section	Tender Text	Question for clarification	Response
	BID EVALUATION PROFORMA D) Scoring Criteria/Remarks Sr. No. 1 (a)	<p>the Mission's judgment on the basis of information provided by the bidding company.</p> <p>The offer that provides the best locations for ICACs in terms of easy and convenient access through public transport, prime location and proximity to the Mission etc. will be given the highest mark 08, and the others will be given a lower mark on a relative basis to the best offer.</p>	<p>'Proximity' for the purposes of this tender, as used in scoring criteria/remarks in the TECHNICAL BID EVALUATION PROFORMA.</p> <p>Please confirm if there is any minimum benchmark in terms of kilometres for the purpose of evaluation of proximity.</p>	<p>transport and other civic amenities. Proximity to the Mission/ Post is not a benchmark for determining prime location.</p>
57.	General Query	Responsibility of Handling applications during the transition period.	We shall be grateful if the transition period and modalities for handling applications during the transition period are clarified.	<p>There shall be no period of overlap between the incumbent service providers and the new service provider.</p> <p>There would be no transfer of applications between the incumbent and the new SP. The incumbent SP will complete the services for all the applications received by it.</p>

S. No	RFP Section	Tender Text	Question for clarification	Response
58.	General Query	Backlog of Services from the incumbent service provider.	Kindly confirm that the cost associated with addressing this backlog is not to be included in the bid price and constitutes a separate component and excluded from expenses of this bid.	The new SP will be responsible only for the applications handled from the date of commencement of its operations.
59.	General Query	Average Number of Pages Per Application	Kindly confirm that the average number of pages per application to be digitized by the digitization center to accurately estimate resource requirements and submit competitive bids.	Passport application: average 8-10 pages Visa application: average 10-15 pages Attestation: Depends on the document submitted by the applicant OCI: average 10-15 pages Misc. Services : average 8-10 pages
60.	Annexure D, Para III, Point 8	The bidding company should confirm its capacity to deal with higher volumes of consular applications as per the requirement of the Mission and Post.	For provision of expenses towards the cost for future increase in count, could the Mission provide guidelines on the projected application volume for the next three-year contractual period?	Number of services provided at different locations during 2022-2024 are attached at Annex-1. Service Provider may assess the requirement on the basis of last 3 year trends
61.	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) Point: 2	Full services at the Indian Consular Application Centers (ICACs) shall commence within one month of the signing of the Agreement or earlier as may be specified by	The Clause stating that full services at the Indian Consular Application Centres (ICACs) shall commence within one month of the signing the Agreement seems ambitious. A	Roll out of services by new SP will be as per the RFP.

S. No	RFP Section	Tender Text	Question for clarification	Response
		the Mission & Post.	minimum of 60 days is requested for a proper uninterrupted setup of an ICAC. Request a review of the timelines for the Centres'.	
62.	CHAPTER-I: REQUEST FOR PROPOSAL (RFP) Point: 8	The Mission/Posts handled approximately 1,582,735 no. of services/transactions during the three years from Jan 2022 to Dec 2024 (equivalent to 1760 transactions/services per working day, assuming 300 working days in a year.	Kindly provide the annual volume/specific CPV services (e.g., visa, passport, consular, OCI, SC, PCC, GEP, attestation, misc. services, etc.) for the three years (Jan 2022 to Dec 2024) centre-wise to determine estimated revenue expenses. Kindly also share details of applications received in person and received by post / courier at each of the Centres, please.	Number of services provided at different locations during 2022-2024 are attached at Annex-1. All applications were received in-person during this period.
63.	CHAPTER-III: REQUEST FOR PROPOSAL (RFP) Point (xiv) (n)	Bidders are required to make a Presentation at the time of evaluation of Technical Bids as per the date and time fixed by the Mission/Post.	Since many Indian Missions across the globe are floating tenders simultaneously for outsourcing of CPV Services with closer timeline for tender submission and subsequent presentation schedule, we request that upcoming presentation may be scheduled keeping in view this aspect. SP	The bidding schedule is clearly defined in RFP.

S. No	RFP Section	Tender Text	Question for clarification	Response
			may be offered a virtual presentation option.	
64.	Chapter VII: Scope of Work & Deliverables Required Clause 1(B) (vii)	In Chapter VII, Clause 1(B) (vii) is missing.	Kindly share details.	It is a numbering error. There is no missing clause in the RFP.
65.	Chapter VII: Point No. (xii) Enquiry and Grievance Redressal Mechanism sub-para (a)	The SP shall provide an efficient and courteous telephonic enquiry system through Toll-free numbers / Voice Over Internet Protocol	Please provide number of calls / emails received for planning of call center.	SP should estimate the requirement on the basis of number of applications received during last 3 years
66.	Annexure: K Financial Bid Preface/ Introductory Note in the beginning	Note: Service Fee (in AED) must be filled correctly both in figures and in words, without any discrepancy. Any vague details/no response may lead to rejection of the bid.	Since Service fee quoted in the proforma will be same for all types of CPV services as per the deliverables in the RFP, please advise what specific details are considered vague here. And what are mandatorily required to be shared.	A singular all-inclusive Service Fee has to be quoted as per Annexure K of the RFP. Service Fee (in AED) must be filled correctly both in figures and in words, without any discrepancy.

S. No	RFP Section	Tender Text	Question for clarification	Response
67.	Clause 10	The Service Provider (SP) shall establish 14 Indian Consular Application Centres (ICACs) under the jurisdiction of the Mission/Post. However, Clause (xi) on Page 22 under Chapter VII provides a detailed table that lists 16 ICAC locations, including multiple centres in Abu Dhabi, Dubai and Sharjah, thereby indicating a requirement of 16 ICACs.	Kindly clarify whether the SP is required to establish 14 ICACs or 16 ICACs as per the final scope of work.	The SP shall establish 16 Indian Consular Application Centres (ICACs) for CPV Services as specified in Section 1(A) (xi) of Chapter VII. A Corrigendum No. Abu/Cons/415/17/2025 dated 3 December 2025 has been issued in this regard.
68.	Point (vii) of Section 1(A) on Page 24, Point 7	Dubai (Bur Dubai)- The Minimum No. of Counters specifies 3 Delivery + 1 Reception, whereas the Minimum Staff Required column mentions only 3 receptionists.	Kindly clarify.	The additional receptionist(s) will be required to prevent congestion at the ICAC. SP should establish adequate reception area where minimum 3 receptionists can be accommodated.
69.	Point (vii) of Section 1(A) on Page 24, Point 8	Dubai (Furjan/Jebel Ali/DIP) The Minimum No. of Counters specifies 1 Reception, whereas the Minimum Staff Required column mentions 2 receptionists	Kindly clarify.	The additional receptionist(s) will be required to prevent congestion at the ICAC. SP should establish adequate reception area where minimum 2 receptionists can be accommodated.
70.	Point (vii) of Section 1(A) on Page 24,	Sharjah (Al Majaz) The Minimum No. of Counters specifies 1	Kindly clarify.	The additional receptionist(s) will be required to prevent congestion at the ICAC. SP should establish

S. No	RFP Section	Tender Text	Question for clarification	Response
	Point 9	Reception, whereas the Minimum Staff Required column mentions 2 receptionists		adequate reception area where minimum 2 receptionists can be accommodated.
71.	Point (vii) of Section 1(A) on Page 24, S. No. 9	Sharjah (Rolla), it is observed that Staff for Application Facilitating Services is not specified under the Minimum Staff Requirements.	Kindly clarify whether these services are expected to be handled by counter staff, as this may impact turnaround time.	The number of staff mentioned in Chapter VII I(A)(xi) is only the minimum staff requirements. SP may project the number of staff taking into account the requirements of the RFP.
72.	CHAPTER V: MANDATORY ELIGIBILITY CRITERIA (xi) -- H. Quality Control and Assurance -- Part II: Scope of the work and deliverables required Point # 12 --	The Bidding Company must have ISO-9001-2008 (or equivalent) certification for quality management and ISO-27001-2013(or equivalent) certification for IT-related services and ISO 23026-2015 (or equivalent) for website quality certification at the time of submitting Technical and Financial Bids.	The Query is regarding ISO 23026-2015. At Page# 17, it reads that the bidding company must have ISO23026-2015 certificate at the time of bid Submission. Whereas : on Page# 37, 110, 133, 143 - it reads that the certificate is to be submitted within three months from the date of awarding of the Contract or before the starting of outsourcing operations whichever is earlier; However, On Page# 144, it reads	ISO-23026-2015 (or equivalent) for website quality certification is to be submitted within 3 months from the date of award of Contract and 2 months from the date of signing of Contract.

S. No	RFP Section	Tender Text	Question for clarification	Response
	3. INFRASTRUCTURE AND FACILITIES >> iii) IT RELATED MATTERS >> 1.		that "shall be submitted by the SP within 2 months from the date of signing of Contract" We understand that the said certificate is to be submitted within three months from the date of awarding of the Contract or before the starting of outsourcing operations; Kindly confirm.	
73.	3. INFRASTRUCTURE AND FACILITIES >> Point # g.	The staff of the ICAC shall be well-versed in English and the local language, besides the availability of facility for Hindi and/or the prominent local Indian community language.	Given the spread of the Indian Community languages, kindly clarify the prominent local Indian community language being considered for the scope of the RFP.	The required languages are Hindi, English, Arabic, Malayalam and any other languages, as per future requirement
74.	CHAPTER V: MANDATORY ELIGIBILITY CRITERIA >> 1 (i)	The Bidding Company must have sound financial credentials of their own without the involvement or help from a third party in the form of financial resources such as subsidies and must also have at least 3 (three) years' experience during the last five-year period (Jan-2020 -Dec 2024), in operating a Centre for CPV services on behalf of a	For "supporting documentary evidence", please accept the parent company's supporting documents for meeting the experience criteria.	All supporting documents should be in the name of bidding company.

S. No	RFP Section	Tender Text	Question for clarification	Response
		<p>Diplomatic Mission of the Government of India or any other foreign Government dealing with at least an average 100 applications per working day. Verifiable details of experience of operating such centres must be provided</p> <p>Or</p> <p>5 (five) years' experience in e-governance projects/IT-related projects of the Government of India which requires public dealing having a minimum of 100 applications per working day during the last five-year period. Verifiable details of such experience must be provided.</p> <p>Or</p> <p>10 (Ten) years' experience in the tourism travel industry which has arranged tours for at least 150,000 travelers during the past 3 years (Jan 2022 to Dec 2024) Details of all such tours</p>		

S. No	RFP Section	Tender Text	Question for clarification	Response
		<p>arranged should be provided. Verifiable details of such experience must be provided.</p> <p>The Bidding Company must provide supporting documentary evidence for the current experience claimed, by providing details of web links of such services being rendered as well as necessary certificates/testimonials in support of the same. In the case of past services, necessary certificates from the Mission(s)/Government(s) concerned, clearly mentioning the required experience parameters, must be provided. No specific format is prescribed.</p>		
75.	Annexure-C >> Organisation Profile >> References Section >> Last Point under Notes	The Bidding Company should provide a declaration / Certificate as in Annex-C.	<p>We understand that declaration in this note refers to Declaration given in Annexure E.</p> <p>Please confirm.</p>	Yes. The declaration mentioned in para (iii) under “Notes” in Annexure-C refers to “Declaration by the Bidding Company” given in Annexure-E.

S. No	RFP Section	Tender Text	Question for clarification	Response
76.	3. INFRASTRUC TUREAND FACILITIES >> iv. RECRUITME NT AND STAFF REQUIREME NT	The SP should comply with all local labour laws, including Emiratisation. The staff shall have an appropriate work permit/visa to work in the Centres and shall be free from any criminal records	Are there minimum Emirati staffing ratios mandated for ICACs or call-centres?	The minimum Emirati staffing ratio will be as required under local labour laws. SP shall comply with them and Emiratisation targets of Ministry of Human Resources and Emiratisation (MoHRE), UAE, if any.
77.	CHAPTER X: BANK GUARANTEE S (BGs) >> 1. >> i)	The SP shall provide a Bank Guarantee in AED for the Government funds held by SP temporarily, after collection from applicants, and for the safety of documents, fixed at 5 days of daily Government revenue for the Mission/Post for providing CPV services, as applicable (based on the average of the past two years). Any violation may lead to the imposition of Penalty and encashment of BG. In case of repeated defaults, the Mission reserves the right to terminate the Agreement.	For the BG covering Government funds held & document safety, the amount is “5 days of daily Government revenue” based on past two-year average. Please confirm the baseline amounts (per Mission/Post) that bidders should use for BG computation in financial planning	Based on the average for the years 2023 and 2024, the amount works out to AED 210,000
78.	CHAPTER X: BANK	The SP shall provide a Performance Bank Guarantee	Please confirm whether the PBG split into 50%/20%/20%/10%	Yes. Bank Guarantee should be recouped whenever it is encashed.

S. No	RFP Section	Tender Text	Question for clarification	Response
	GUARANTEE S (BGs) >> 1. >> ii)	(PBG) in AED fixed @ 5 % of the contract value; Contract value is equal to the Total Service Fee quoted by L1 multiplied by the number of CPV applications processed by the Mission for the last three years. (To be calculated as per L1). The PBG should be valid for the entire period of the Agreement plus six months beyond the expiry of the Agreement period, for settlement of penalties due as explained under the section on 'Penalties' in the RFP and in accordance with the Agreement. This PBG shall be given in four pieces with 50%, 20%, 20% and 10% of the total value.	pieces is four separate BG instruments, and whether recoupment after partial encashment must be in the same proportion?	
79.	4. Service Level Parameters and Penalties for Violation Page# 179 - Point# 43)	Service Provider can charge normal call charges after the prescribed free time limit (five minutes). Special /higher call charges are not permitted. f) The Service Provider should provide an efficient and courteous telephonic enquiry	The RFP mentions free waiting and calls for first five minutes free (or three minutes in SLA). Please confirm the binding standard (3 vs 5 minutes) and whether local toll-free numbers are mandatory.	The Service Provider can charge normal call charges after five minutes.

S. No	RFP Section	Tender Text	Question for clarification	Response
	Page# 163 Point no. f)	system through Toll Free numbers/Voice Over Internet Protocol (VOIP). The Service Provider can charge normal call charges after three minutes with prior approval of the Mission.		
80.	14) Location of the ICAC >> SR. 14) in the table	The SP agrees to ensure that as specified in the RFP, the location of the ICAC must be as per the information submitted in the RFP. Approval of Mission/Post concerned is required in each such case	If a proposed prime location becomes unavailable post-award, what is the approval process & timeline to substitute an equivalent location, and will penalties be waived during that approved relocation window?	Any change in location is subject to Mission's approval
81.	P. Facilities at the ICAC >> Point # iv.	The ICAC shall have sufficient space, subject to the minimum prescribed, in terms of waiting area, counters, processing area, Biometric Services, photocopying and photograph capturing and form filling services. Minimum 30% of space may kept for waiting applicants.	Please confirm that the “minimum 30% of ICAC area as waiting space” applies to all centres, including small centres (e.g., 500–800 sq ft), and whether shared building waiting lounges can be counted if under SP's control.	The minimum prescribed waiting area applies to all ICACs and cannot be a ‘shared building waiting lounges’.
82.	CHAPTER VII: SCOPE OF WORK AND	Page# 44 -- T. Consular Camps. 10-15 camps/month Page # 139 -- xxv. Consular	The RFP indicates 10–15 camps/month (Annexure-VII) and 15–20 in Annexure-L/Schedule— numbers differ.	The number of expected consular camps will be around 10–15/month.

S. No	RFP Section	Tender Text	Question for clarification	Response
	DELIVERABLES REQUIRED Page# 44 -- T. & Annexure: L Page # 139 -- xxv.	Camps: 15-20 camps/month	Please confirm the expected monthly range and whether camps are weekday/weekend events	
83.	CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED >> A. Dealing with Applicants and Documents (i)	The SP is required to create and maintain a website providing information to the general public about all consular services provided by the SP through Mission / Post in UAE. The website shall be created by SP only after due approval from the Mission. The modification of contents on the website is to be done only with the approval of the Mission.	Is there an existing website currently being used for CPV services by the outgoing Service Provider or the Mission/Post? If yes, please the website URL. This information will help us plan our technical approach and ensure compliance with the Mission's expectations.	The website of the incumbent SP is as follows: https://www.blsinternational.com/india/uae/index.php https://atuae.sgivs.com
84.		Generic Query	What is your proposed Govt. fee for each service (e.g., passport form submission, document attestation, visa facilitation)?	The current GOI fee schedule is enclosed at Annex-3
85.	Infrastructure and Connectivity costing	Generic Query	Are there any additional costs (e.g., infrastructure setup, integration, support)?	All requirements are clearly defined in the RFP

S. No	RFP Section	Tender Text	Question for clarification	Response
			Do we need to setup local servers or provide internet connectivity for all the software and IT infrastructure in all 16 Centres in Emirates?	
86.	Generic Query	Generic Query	<p>How are payments collected from citizens or billed to the Embassy?</p> <p>Do we need to integrate local payment gateways in NIC software or there is separate application that need to be developed by us?</p>	<p>Payment terms are clearly defined in Chapter-VII of the RFP.</p> <p>Currently, there is no requirement to integrate payment gateways in GoI portals.</p>
87.	Digital Customer satisfaction rating (CSAT) and feedback Mechanism	Generic Query	Do we need to conduct regular citizen feedback surveys?	Feedback mechanism is clearly mentioned in the RFP (Page --30)
88.	Service-level agreement (SLA)	Generic Query	What is service-level agreement (SLA) for uptime, response time, and issue resolution?	All SLAs are clearly mentioned in the RFP
89.	Grievance redressal mechanism	Generic Query	How are service failures or citizen complaints escalated and resolved?	This solution is to be provided by the bidding company in their Technical bid.
90.	Overall centre specification	Generic Query	Please provide counter and overall centre specification against its build up (design, quality, minimum seating arrangement, furniture specification etc) if any.	The details are mentioned in Chapter VII I (A) (xi) of the RFP. Rest of the details like build up (design, quality, minimum seating arrangement, furniture specification

S. No	RFP Section	Tender Text	Question for clarification	Response
				etc are to be provided by the bidding company in their Technical bid.
91.		Chapter VII: Scope of Work and Deliverables, Section I (Installation of Applications, Software and hardware for Consular Services), and Chapter XIII: Confidentiality and Privacy Laws	Please confirm that hosting of the application will be allowed on Indian cloud data centers.	Yes, subject to compliance with all national laws of UAE related to privacy and data security.
92.		Chapter XIII: Confidentiality and Privacy Laws; Chapter VII: Scope of Work and Deliverables	Can the application/website and backend systems be hosted on MeitY empaneled cloud service provider? If yes, what are the compliance requirements?	Yes, subject to compliance with all national laws of UAE related to privacy and data security.
93.		Chapter XIII: Confidentiality and Privacy Laws; Chapter VII: Scope of Work and Deliverables	We understand that the application development activities (coding, testing) take place offshore in India, provided data security compliance is ensured. Please confirm.	Yes, subject to compliance with all national laws of UAE related to privacy and data security.
94.		Chapter XI: Service Level Metrics/Penalties; Chapter VII: Scope of Work and Deliverables, Section A(x) & (xiv)	We understand that no penalties for appointment delays will be applicable if slots are unavailable due to Mission blackout dates. Please confirm.	Yes
95.		Chapter VII: Scope of Work and Deliverables, Section C (Acceptance of Fee)	Is there any preferred payment gateway with which integration is required for online fee collection? If not, is the payment gateway required to be a local UAE based	There is no preferred payment gateway. However, SP shall accept fees in all manners of payment generally used in UAE including credit cards, debit cards and online

S. No	RFP Section	Tender Text	Question for clarification	Response
			payment gateway service.	payment facilities, including UPI.
96.		Chapter VII: Scope of Work and Deliverables, Section I (Installation of Applications, Software and hardware for Consular Services)	Will NIC/GPSP/CONSPROM, or other MEA websites/application provide APIs for real-time status updates to applicants? Is this required to be integrated with the CPV Service portal?	Currently, there is no requirement for such integration. However, SP shall integrate its appointments portal with GOI platforms if required in future.
97.		Chapter VII: Scope of Work and Deliverables, Section A(i), P(vi), and Schedule II, Section 3(g)	Are there any language requirements beyond English (e.g., Hindi) for the website static content? We understand that MEA will provide the translated content. Please confirm	The website shall be in English.
98.		Chapter VII: Scope of Work and Deliverables, Section A(i), (ii), (iii), (iv), (v), and (o)	What is the approval process and timeline for initial website creation and subsequent content updates?	Website should be operational before commencement of the operations. Prior approval from the Mission/Post is required for making any change in the content of the SP's website/ appointments portal. Website content change proposed by the Mission/ Post shall be implemented within 24 hours.
99.		Chapter VII: Scope of Work and Deliverables, Section A(viii)	Please confirm that the MEA will provide branding guidelines (logo, color scheme, fonts) for the website.	Yes
100.		Chapter VII: Scope of Work and Deliverables, Section A(ii), (iii), (iv), (v), (viii)	Please confirm that MEA will provide standardized content templates for FAQs, checklists, and	Yes

S. No	RFP Section	Tender Text	Question for clarification	Response
			service descriptions.	
101.		Chapter VII: Scope of Work and Deliverables, Section A(iv)	We understand that the fee details will be provided by MEA and Fee calculator will be manually updated by SP after approval. Please confirm	Details of fee will be provided by the Mission
102.		Chapter VII: Scope of Work and Deliverables, Section XII (Enquiry and Grievance redressal mechanism), Schedule II, Section 8 (Telephone, E-mail Service and chat bot)	What are the features of the chatbot and WhatsApp bot required for the applicant ? Please confirm so that all bidders are on the same page.	The chatbot shall provide information regarding the consular application process, supporting documents required and other details relevant to the consular services like ICAC location, timings etc shall be provided by the chatbots. The applicants should also be able to check the status of their application through the chatbots.
103.		Chapter XI: Service Level Metrics/Penalties; Chapter VII: Scope of Work and Deliverables, Section A(i), (o)	We request that MEA provides the SLAs for content changes on website so that all bidders are on same page.	Any content change proposed by the Mission/ Post in SP's website shall be implemented within 24 hours.
104.		Chapter VII: Scope of Work and Deliverables, Section A(ix), (o)	Can SP include links to third-party services (e.g., courier tracking) on the website with Mission approval?	SP shall not provide links to third party services in their website, except for those prescribed by the Mission/Post.
105.		Chapter VII: Scope of Work and Deliverables, Section A(x), (xiii)	Based on our experience for service dashboard, the refresh interval will happen near real-time instead of real-time (approx. Delay of 4 to 5 minutes). Please confirm that this is	Yes

S. No	RFP Section	Tender Text	Question for clarification	Response
			accepted.	
106.		Chapter VII: Scope of Work and Deliverables, Section C(viii), (ix)	Should the refund process be automated through the payment gateway, or handled manually with Mission approval?	Refund of fees to applicants shall be automated through the payment gateway
107.		Chapter VII: Scope of Work and Deliverables, Section C(viii), (ix); Chapter XI: Service Level Metrics/Penalties	What is the timeline for processing refunds—does MEA mandate a maximum turnaround time? Will MEA provide approval workflow for cancellation/refund requests initiated by applicants? Is there a requirement for Mission approval of refund/cancellation terms before implementation? Will MEA provide standard disclaimers or legal text for refund and cancellation policies?	SP will submit a refund/cancellation policy for the fees collected from applicants for Mission's approval.
108.		Chapter VII: Scope of Work and Deliverables, Section C(i), (viii), (ix), (xiv)	Can SP collect entire consular fees online (including the service fee, ICWF fund & bank charges) through its website at the time of scheduling appointments and remaining fee (if any) at the time of visit, at ICAC counters? Can appointment distribution/scheduling be linked to fee payment online. This will help in preventing fake and duplicate appointment booking.	The online appointment system shall have the provision for collection of fee online.
109.		SP agrees to transfer the	The amount received details will be	The SP shall deposit fees due to the

S. No	RFP Section	Tender Text	Question for clarification	Response
		amounts received from the applicants towards fees prescribed by GoI for providing CPV services, Indian Community Welfare Fund (ICWF) fees etc. to the Bank Account(s) of the Mission/Post concerned on the same day or in exceptional circumstances with prior notice to the Mission/Post concerned, on the next working day.	shared with MEA on same day however, the settlement of respective instruments will happen as per the individual SLAs of the payment mode such as Credit Card, UPI , Bank Draft etc. We understand that is accepted to MEA. Please confirm	Mission/Post i.e. Government of India Fee for CPV services and Consular surcharge fees in Mission's/Post's bank account on the next working day. This will not be affected by the individual SLAs between SP and payment gateways.
110.		Chapter VII: Scope of Work and Deliverables, Section A(x), (xiv), (xv)	Will MEA provide rules for scheduling/cancellation of appointments, or can it be as per SP to decide? Will MEA provide specific guidelines or templates for the appointment booking interface?	An SOP for scheduling/ rescheduling/ cancellation/ will be provided the Mission/Post. The templates for appointment booking will be approved by the Mission/ Post.
111.		Chapter VII: Scope of Work and Deliverables, Section A(x), (xiv)	Will applicants be allowed to choose the date and time of appointment or shall it be allotted by system automatically?	Applicants shall have the provision to choose the date, time and location of the appointment
112.		Chapter VII: Scope of Work and Deliverables, Section A(x), (xiv)	What is the maximum lead time for booking appointments, i.e. can applicant schedule appointments for same day if available?	Applicants shall have the provision to schedule the appointments on any day (including the same day), if available
113.		Chapter VII: Scope of Work and Deliverables, Section A(x),	Will there be a restriction on number of times an applicant can	An SOP for scheduling/ rescheduling/ cancellation/ will be

S. No	RFP Section	Tender Text	Question for clarification	Response
		(xiv)	cancel or reschedule an appointment?	provided the Mission/Post.
114.		Chapter VII: Scope of Work and Deliverables, Section A(xi), (xi), (xxiii)	Is there a requirement for priority slots for emergency cases or senior citizens or for MEA recommended cases?	TATKAAL applications and Emergency cases as approved by the Mission/Post will be accepted as Walk-in on priority.
115.		Chapter VII: Scope of Work and Deliverables, Section A(x), (xiv), (f)	Should the system handle walk-in applicants (for categories other than the specific category) or only scheduled appointments? If not, is SP allowed to implement a cap on the number of walk-in services for the day?	Only TATKAAL applications and Emergency cases as approved by the Mission/Post will be accepted as Walk-in. There will be no cap for such Walk-ins.
116.		Chapter VII: Scope of Work and Deliverables, Section A(xi), (xi)	Is there a jurisdiction restriction for the applicant based on pin code or any applicant can visit any of the ICAC?	There is no restriction
117.		Chapter VII: Scope of Work and Deliverables, Section B(i), Schedule I	Please provide the complete list of services for which appointment is to be enabled?	Appointments will be required for all CPV services mentioned in the RFP
118.		Chapter VII: Scope of Work and Deliverables, Section XII(e), Schedule II, Section 3(g)	The telephone enquiries with multiple language options shall be attended to from 8 AM to 8 PM on all working days. Please list down the languages to be supported?	The required languages are Hindi, English, Arabic, Malayalam and any other languages, as per future requirement
119.		Chapter VII: Scope of Work and Deliverables, Section A(xi),	The SP shall ensure that all emergency cases are attended to	Yes

S. No	RFP Section	Tender Text	Question for clarification	Response
		(xxiii)	<p>immediately and guided properly, wherever required, the Mission/Post shall be informed immediately?</p> <p>Will MEA provide protocol/guidelines to decide the case to belong to emergency category?</p>	
120.		Chapter VII: Scope of Work and Deliverables, Section P(vi), Schedule II, Section 3(g)	<p>The SP should deploy staff with multilingual ability with clear communication and writing skills and empathy towards the applicants</p> <p>Please specify the Languages to be supported by the staff?</p>	The required languages are Hindi, English, Arabic, Malayalam and any other languages, as per future requirement
121.		Chapter VII: Scope of Work and Deliverables, Section XIII (Smart Queue Management System), A(x)	What level of granularity is expected in the SQM dashboard—counter-level, ICAC-level, or consolidated view for all centers?	SQM Dashboard will ensure visibility for Mission/ Post at ICAC-level and counter-level.
122.		Chapter VII: Scope of Work and Deliverables, Section F (Dispatch of documents to the Mission), I (Installation of Applications, Software and hardware for Consular Services)	The SP shall provide a detailed outgoing/dispatch manifest to Mission/Post through email about dispatch/handing over of documents/passports after disposal of the consular application,	Currently, it is not required to expose the APIs to share the details of the outgoing/dispatch manifest to other Indian govt. websites.

S. No	RFP Section	Tender Text	Question for clarification	Response
			<p>showing different stages of dispatch with dates till the final delivery of the document/passport to the applicant.</p> <p>Is it required to expose the APIs to share the details of the outgoing/dispatch manifest to the other govt. websites such as GPSP, IVFRT, CONSPROM, NIC?</p>	
123.		Chapter VII: Scope of Work and Deliverables, Section I (Installation of Applications, Software and hardware for Consular Services), N (Digitization and Indexation of applications)	It is assumed that the connectivity to the mission and any external platforms is over the internet and there is no dedicated link/infrastructure requirement. Please confirm	It is the responsibility of the SP to ensure access of its systems to the Mission/ Post as per the requirements mentioned in the RFP.
124.		Chapter VII: Scope of Work and Deliverables, Section I (Installation of Applications, Software and hardware for Consular Services), N (Digitization and Indexation of applications), Annexure A	<p>The SP shall upload the application and scanned supporting documents on the respective platform (IVFRT, GPSP, OCI portal, etc.) at the time of initial processing of the application</p> <p>Please provide details of the process to upload the documents to these platforms.</p>	The upload will be done through the SP modules provided under the respective portals.
125.		Chapter VII: Scope of Work and Deliverables, Section J(ii),	Any shortcomings in the documentation should be pointed	Yes

S. No	RFP Section	Tender Text	Question for clarification	Response
		K(ii), L(iii), Schedule II, Section 9	<p>out to the applicant and rectified before despatch to the Indian Mission/Post.</p> <p>It is assumed that MEA will provide the required guidelines/documentation/process steps requirements and training for the same to the service provider staff?</p>	
126.		Chapter VII: Scope of Work and Deliverables, Section J(ii), K(v), L(iv), M (Biometric capturing), Annexure B	<p>The SP shall also be responsible for the enrolment of ten-finger and facial biometric data of the applicants (wherever required), and forward the same electronically along with the case file of the applicant to the Mission/Post</p> <p>Please specify the list of services for which the biometric data (photo, fingerprint) is to be captured/uploaded.</p>	Currently, biometric capture is done for visa and OCI services. However, SP is responsible for capturing biometric data of the applicants for others services as well in future, as and when prescribed by the Mission/ Post. and linking it with the respective consular application.
127.		Chapter VII: Scope of Work and Deliverables, Section I(ii), (iii), (iv), (v), (vi), (vii), (viii), (ix), (x), (xi), (xii)	The SP should introduce IVFRT, GPSP, 'CONSPROM', and other application/software as and when required by the Mission.	IVFRT, GPSP, CONSPROM are online platforms.

S. No	RFP Section	Tender Text	Question for clarification	Response
			Kindly confirm the basic requirements such as OS etc. for installation of these application softwares on the ICAC PCs/machines. List down if there are any special requirements.	
128.		Chapter VII: Scope of Work and Deliverables, Section T (Consular Camps), Schedule II, Section 2	Will MEA provide a tentative schedule or calendar for consular camps in advance? Will it be a weekend/ICAC non-working day activity?	Consular camps are currently scheduled on weekdays/ holidays of the Mission/ Post.
129.		Chapter VII: Scope of Work and Deliverables, Section T (Consular Camps), M (Biometric capturing), Annexure B	Would biometric capture be mandatory at camps? What all services are to be provided at camp? Are attestation services also expected to be provided during camps?	Yes. Biometric capture at camps will be based on the requirement. Yes. Attestation services are also provided during camps
130.		Chapter VII: Scope of Work and Deliverables, Section T (Consular Camps), Schedule II, Section 1	Please confirm that MEA will arrange for the venue and basic infrastructure for the Consular Camps.	Yes
131.		Chapter VII: Scope of Work and Deliverables, Section T (Consular Camps), XIII (Smart Queue Management System)	Please confirm the requirements for the activities at the camps for application collection. Will there be a requirement for Photograph capturing, Application collection, scanning, SQM, biometric etc.	All CPV services will be provided during Consular Camps, based on requirement.
132.		Chapter VII: Scope of Work and	What is the minimum staff	The resource requirement

S. No	RFP Section	Tender Text	Question for clarification	Response
		Deliverables, Section T (Consular Camps), Schedule II, Section 1	requirement for each consular camp?	(manpower, equipment) will vary depending on the nature of the camp.
133.		Chapter VII: Scope of Work and Deliverables, Section T (Consular Camps), Schedule II, Section 1	Please confirm that MEA will provide the physical security at the Camps.	SP shall not be required to arrange for physical security during consular camps.
134.		Chapter VII: Scope of Work and Deliverables, Section T (Consular Camps), P(vi), Schedule II, Section 3(g)	Are there any specific staff qualifications or language requirements for camp operations?	No
135.		Chapter VII: Scope of Work and Deliverables, Section A(xiv), XIII (Smart Queue Management System), XI: Service Level Metrics/Penalties	<p>The SP will ensure that the total turnaround time for applications of Consular/Passport/Visa/OCI/Police Clearance Certificate (PCC)/Surrender Certificate (SC)/Global Entry Program (GEP) Verification/Attestation/Miscellaneous services will not be more than 30 minutes</p> <p>Any delay in processing due to technical issue on the dependent platform services/software such as IVFRT, CONSPROM, GPSP, will not be attributable to the SP and no penalties shall be applicable for the same. Please confirm.</p>	Yes

S. No	RFP Section	Tender Text	Question for clarification	Response
136.		Chapter VII: Scope of Work and Deliverables, Section 3(ii), Annexure A	<p>Photographs: SP shall provide 4 photographs (as per the prescribed specification) to applicants submitting consular applications. Facilities for capturing photographs of applicants should be arranged inside the ICAC</p> <p>Since 4 physical copies is required to be printed per application</p> <p>Please share the photograph specifications for each type of application/service.</p> <p>Please provide the list of services for which the photograph is required to be printed</p>	<p>Photograph specifications are enclosed at Annex-4. Printed Photographs are required for all CPV services.</p>
137.		Chapter VII: Scope of Work and Deliverables, Section I (Installation of Applications, Software and hardware for Consular Services), A(x), (xiv)	<p>The SP shall also ensure adequate measures to eliminate no-shows and prevent bulk/fake booking of appointments in the system.</p> <p>Will any of the government platforms such as GPSP, IVFRT etc. provide API interface to check</p>	<p>Currently, there is no requirement for such integration. However, SP shall integrate its appointments portal with GOI platforms if required in future.</p>

S. No	RFP Section	Tender Text	Question for clarification	Response
			the authenticity of the application made on the platform etc. Please confirm that it will be made available during the requirement/development phase.	
138.		Chapter VII: Scope of Work and Deliverables, Section B(i)(g), Annexure I	Will there be Consular officer at each of the location for attestation services? If not where to send the documents for attestation?	Consular officer from the Mission/ Post will be deployed in Abu Dhabi (Al Khalidiya/ Al Danah) and in Dubai (Bur Dubai). Attestation services are expected to be provided only in these centres.
139.		Annexure B (Specification for Biometric Enrolment), Chapter VII: Scope of Work and Deliverables, Section M (Biometric capturing)	<p>It may be noted that the fingerprint enrollment application software shall be provided by the Government of India. NIC had already integrated a few devices (Morpho Top 100, Cogent CS500E and Suprema RSG10) with application software.</p> <p>NIC and other government agencies will provide the enrolment application software. We understand that there will be no need to integrate the FP and Camera devices in the CPV Services portal since these devices will be integrated with the</p>	Biometric capture will happen only at the ICACs.

S. No	RFP Section	Tender Text	Question for clarification	Response
			enrollment software application provided by govt. Please confirm.	
140.		CHAPTER XVI: TIMELINES AFTER AWARD OF CONTRACT	Please confirm the timeline for software requirements and design phase.	As required in the RFP.
141.		CHAPTER XVI: TIMELINES AFTER AWARD OF CONTRACT	<p>Kindly clarify the ownership of intellectual property (IP) rights for the CPV Services portal and application code developed under this RFP. Specifically:</p> <p>Will the IP of the portal and application code reside with the Mission/MEA, or with the Service Provider (SP)?</p> <p>In case the IP remains with the SP, is it permissible to propose a pre-existing IP of the SP for the solution for the CPV Services portal and application, provided it meets all functional and security requirements outlined in the RFP?"</p>	The SP will have the ownership of the IP for the website, online appointment system or any other application developed for the CPV operations.
142.		Full services at the Indian Consular Application Centre (ICAC) shall commence	Given the complexity of developing and deploying a secure, compliant, and fully functional application,	Time line is already given in RFP

S. No	RFP Section	Tender Text	Question for clarification	Response
		<p>within one month of signing the Agreement or at the earliest possible and furthermore the submission counter at Mission/post shall be made operational, as specified by the Mission/Post.</p> <p>CHAPTER XVI: TIMELINES AFTER AWARD OF CONTRACT</p>	<p>this timeline may present significant challenges.</p> <p>We request MEA to increase the delivery timeline to 4 months.</p>	
143.		Maintenance of an information desk/service to answer enquiries over the telephone, e-mail, message, etc., and distribute printed instructions/guidelines, as the case may be	Can SP outsource the Information desk/Call Centre services?	No
144.			Can Information desk/Call Centre operate from India?	There is no geographical restriction on the location of the call centre.
145.			Is Call Centre required to handle both outbound and inbound calls?	Yes
146.			Please share the historical call data available for arriving at the staffing plan.	Not available
147.		(e) The telephone enquiries with multiple language options shall be attended to from	Which are the languages to be supported, for calls, emails?	The required languages are Hindi, English, Arabic, Malayalam and any other languages, as per future

S. No	RFP Section	Tender Text	Question for clarification	Response
		8 AM to 8 PM on all working days. Page 30		requirements
148.		(h) The SP shall operate an efficient and prompt e-mail system where a response is provided within 24 hours (or 48 hours if a clarification from the Mission is required). Page 30	Need clarity on the timelines mentioned – Is this response time or resolution time? Can automated email acknowledgement be considered as response?	The timeline of 24 hours is for a prompt resolution/ response to the queries. If the resolution involves clarification from Mission, then the time line is 48 hours.
149.		The SP after the initial processing of the application at their end shall send the original applications with enclosures to the Mission/Post twice a day, on receipt of the application from the applicants at ICAC. In case of applications received on a non-working day of Mission/Post (like a holiday or weekend), the same shall be submitted to the concerned Mission/Post on the next working day or as desired by the concerned Mission/Post. Page 35	We assume that if any of the applications are filled out by the applicant online and there is no physical document received at ICAC, then such applications will not be sent to Mission. Please confirm our understanding.	Physical application along with old Passport needs to be submitted at the ICAC and transferred to the Mission/Consulate
150.		Application Facilitating	If any service is provided over and	NO

S. No	RFP Section	Tender Text	Question for clarification	Response
		Services at ICACs Page 47	<p>above the defined 4 services, SP can charge applicants separately. Please confirm our understanding.</p> <p>Example – If 5th photo is provided to applicant, then SP will charge for this one separately other than the prescribed service charge.</p> <p>Services like paid refreshments, locker services for applicants</p>	<p>SP shall not indulge in the sale or promotion of any value-added services, including premium lounge Services.</p> <p>NO</p>
151.		CHAPTER XI: SERVICE LEVEL METRICS/PENALTIES Page 53 - 68	Dependency on other parties for delivering services to be considered for exclusion if any of the service level parameters are not met due to the dependency on the other party.	The SP shall be responsible for the delivery of CPV Services and the SLAs mentioned in the RFP, even when they engage other parties for delivering certain Services, as per the provisions of the RFP.
152.		(f) The Service Provider should provide an efficient and courteous telephonic enquiry system through Toll Free numbers/Voice Over Internet Protocol (VOIP). The Service Provider can charge normal call charges after three minutes with prior approval of the Mission.	Charge free call duration is inconsistent, mentioned as minimum 3 mins & 5 mins in different sections. Please provide the correct duration.	Free call duration is 5 minutes

S. No	RFP Section	Tender Text	Question for clarification	Response
		<p>Call Centres</p> <p>Call waiting time- Not more than 03 minutes response period</p> <p>Efficient VOIP (Voice over Internet Protocol) or Tollfree calls should be used.</p> <p>(First five minutes (at the minimum) should be tollfree) after which only normal charges should apply.</p> <p>Special higher call charges for Call Centres are prohibited.</p>		
153.		<p>The Service Provider shall not provide any advertising or promotional material to clients, which are not related to the services under this Agreement without the consent of the Mission/Post and approval of the Ministry of External Affairs. The Service Provider shall provide advertising and promotional material as and when required by Mission/Post in the Indian Consular Application Centres (ICACs) and on the website.</p>	<p>Can SP engage into any promotional activities through advertisements (not related to the Consular services, within the ICAC premises with the consent?</p>	<p>No promotional activities is allowed within the ICAC, other than those prescribed by the Mission/ Post.</p>
154.		Chapter VII: Scope of Work and	Please clarify the scope regarding	The new SP will be responsible only

S. No	RFP Section	Tender Text	Question for clarification	Response
		Deliverables	<p>WIP or pending applications that were being handled by the current Service Provider prior to transition. Is the migration of these applications—including their data, processing status, and any associated documentation—to the new Service Provider part of the project scope? If so, please specify the expectations for data handover, continuity of service, and any compliance or audit requirements related to these applications.</p> <p>Please provide the volume of structured and unstructured data to be migrated</p> <p>Please confirm that the existing SP will provide data in a mutually agreed format at a central location</p> <p>Please confirm that none of the data provided by existing SP will have any encryption and masking</p>	<p>for the applications handled from the date of commencement of its operations.</p> <p>There would be no transfer of applications between the incumbent and the new SP. The incumbent SP will complete the services for all the applications received by it.</p>

S. No	RFP Section	Tender Text	Question for clarification	Response
155.		Chapter VII: Scope of Work and Deliverables	<p>What are the expectations regarding the implementation and measurement of digital Customer Satisfaction (CSAT) for the services provided under this project? Specifically:</p> <p>Is there a requirement for a digital CSAT survey or feedback mechanism to be integrated into the applicant journey (e.g., post-transaction, at service counters, or via email/SMS)?</p> <p>Are there any prescribed formats, frequency, or KPIs for CSAT reporting?</p>	<p>The SP shall provide a digital CSAT feedback mechanism at each counter of ICACs, which is integrated to the appointment system. The format will be indicated by the Mission/Post.</p>
156.		Chapter VII: Scope of Work and Deliverables	<p>Please clarify the required contractual arrangements with the banking partner for fee collection and settlement. Specifically:</p> <p>Will the agreement with the banking partner need to be executed directly with the Mission/MEA, or will it be</p>	<p>There is no involvement of Mission/Post in the agreement between SP and its banking or payment partner.</p> <p>However, SP must provide rates of any bank/agency charges on the letterhead duly certified by the Bank/agency receiving the bank/agency charges. For the</p>

S. No	RFP Section	Tender Text	Question for clarification	Response
			<p>solely between the Service Provider (SP) and the Bank?</p> <p>If MEA involvement is required, what will be the scope and nature of MEA's role in the agreement?</p> <p>Are there any prescribed terms, formats, or approval processes for such agreements?</p>	<p>verification of such bank/agency charges, the SP should be able to provide details (statements, confirmation letter from bank/agency etc.) of transactions establishing the payment of such bank/agency charges to the respective bank/agency in a self-explained and transparent manner.</p>
157.		Chapter VII: Scope of Work and Deliverables	<p>Is there any defined Service Level Agreement (SLA) regarding the uptime/availability of the website? If yes, please specify the required uptime percentage, acceptable downtime.</p>	<p>The Service Level Agreement (SLA) mentioned in the RFP is illustrative only and not exhaustive.</p>
158.			<p>We understand there is no requirement for setting up of a Disaster Recovery site. Please confirm.</p>	<p>SP shall have in place an adequate contingency plan, in consultation with and with the approval of the Mission/Post, to address such requirements</p>
159.		The SP shall deploy a local server with the approval of the Mission/Post(s) concerned to optimize on time to ensure the live upload of	<p>For enhanced data security and ensure that no Personally Identifiable Information (PII) is stored locally at the ICAC, can the SP propose a centralized server</p>	<p>SP shall provide a solution based on the requirements mentioned in the RFP, including handling of PII.</p>

S. No	RFP Section	Tender Text	Question for clarification	Response
		scanned documents.	solution (e.g., a secure, Mission-approved data center) instead of local servers at each ICAC? If so, are there any specific requirements or approvals needed for this approach?	
160.			The RFP does not mention anything on the various security components required to be put into place. Request that what all security components are to be implemented to manage security for the application, such that all bidders are on the same page	Various security requirements are mentioned in the RFP.
161.		CHAPTER-I: REQUEST FOR PROPOSAL (RFP)	In the event of implementation of a 'Visa-Free' regime mutually agreed to between the Government of India and the Government of United Arab Emirates (UAE), the Mission & Post will not have any liability to compensate the SP. In the event of implementation of e-Tourist Visa Scheme or any other liberalized visa regime after the floating of the RFP or during the period of Agreement, the Government of India/Mission/Post will not, in any way be responsible and shall not have liability to	There is no provision for compensation. The Government of India/Mission/Post will not, in any way be responsible and shall not have liability to compensate the SP, in the event of implementation of e-Visa Scheme or any other liberalized visa regime after the floating of the RFP or during the period of Agreement

S. No	RFP Section	Tender Text	Question for clarification	Response
			<p>compensate the SP.</p> <p>Request MEA to review the compensation clause considering substantial upfront investments would be made by the SP. The compensation amount may be mutually agreed between MEA and SP</p>	
162.		CHAPTER-I: REQUEST FOR PROPOSAL (RFP)	<p>The Mission & Post may need to increase or decrease the number of ICACs if deemed necessary, and accordingly, the SP shall be required to increase or decrease the number of ICACs at no additional expenditure/charge to be borne on such account by the Ministry/Mission/Post/ applicants. SP should quote financial bid keeping in mind this aspect and SP shall not be allowed to charge any additional cost from anyone [neither from the applicant nor from Mission/Post/Ministry].</p> <p>Request MEA to allow the SP to quote for the infra setup for increase in the number of ICACs beyond the stipulated 14 ICACs</p>	<p>SP is required to set up 16 ICACs as per the RFP. The SP shall be required to increase or decrease the number of ICACs at no additional expenditure/charge to be borne on such account by GoI/Mission/Post/GoI/applicants, in case of a future requirement.</p>

S. No	RFP Section	Tender Text	Question for clarification	Response
163.		CHAPTER-I: REQUEST FOR PROPOSAL (RFP) & CHAPTER VII: SCOPE OF WORK AND DELIVERABLES REQUIRED	<p>The SP shall establish 14 Indian Consular Application Centres (ICACs) for CPV Services as specified in Section 1(A) (xi) of Chapter VII under the jurisdiction of Mission/Post in Abu Dhabi, Dubai, Sharjah, Ajman, Fujairah, Umm Al Quwain, Khor Fakkan, Kalba and Ras Al Khaimah in well-connected commercial complexes with ample parking facilities for applicants, in prime locations, approved by the Mission/Post. The SP shall at its own cost install CCTV at the ICAC premises with live feed and backup data provided to the Mission/Post for regular monitoring purposes.</p> <p>Pl refer pg 22 of the RFP wherein 16 ICACs are mentioned to be opened. Pl confirm the right no of ICACs ie 14 or 16.</p>	<p>The SP shall establish 16 Indian Consular Application Centres (ICACs) for CPV Services as specified in Section 1(A) (xi) of Chapter VII. A Corrigendum No. Abu/Cons/415/17/2025 dated 3 December 2025 has been issued in this regard.</p>
164.		CHAPTER X: BANK GUARANTEES (BGs)	<p>All Bank Guarantees (BGs) shall be irrevocable and shall be submitted to the concerned Mission at the time of signing of the Agreement as per the format enclosed as Annex</p>	<p>The SP shall extend the Bank Guarantees as per the requirements mentioned in the RFP.</p>

S. No	RFP Section	Tender Text	Question for clarification	Response
			<p>G. All the Bank Guarantees shall be valid for the entire period of the Agreement plus six months after the expiry of the Agreement. Whenever the Agreement is extended, all the Bank Guarantees shall also be extended accordingly with a further extension of an additional six months to determine and settle any dues arising out of non-completion of work and non-payment of penalties etc. After the expiry/termination of the Agreement, the SP shall continue to extend the BGs on a monthly basis till all the pending matters, if any, are settled and a 'No Dues Certificate' is issued by the Mission. The extension of the BG is the sole responsibility of the SP and if any delay or unwillingness on the part of SP is noticed, the Mission has the right to encash the Bank Guarantee.</p> <p>In case a need arises to extend the agreement, the Performance Bank Guarantee value to be revised to 5% of the contract value ie Contract</p>	

S. No	RFP Section	Tender Text	Question for clarification	Response
			value is equal to the Total Service Fee quoted by L1 multiplied by the number of CPV applications processed by the Mission for the last one year (To be calculated as per L1).	
165.		CHAPTER X: BANK GUARANTEES (BGs)	<p>The SP shall provide a Bank Guarantee in AED for the Premature Termination of the Contract, for a sum equivalent to ‘Service Fee (as per L1) x 180 days x Number of Applications per Day’ - based on the number of CPV applications processed by the Mission during the last three years.</p> <p>In case a need arises to extend the agreement, request the Bank Guarantee for the Premature Termination of the Contract not to be taken from the SP</p>	The SP shall extend the Bank Guarantees as per the requirements mentioned in the RFP.
166.		CHAPTER X: BANK GUARANTEES (BGs)	After the expiry/termination of the Agreement, the SP shall continue to extend the BGs on a monthly basis till all the pending matters, if any, are settled and a ‘No Dues Certificate’ is issued by the Mission. The extension of the BG is the sole responsibility of the SP and	The SP shall extend the Bank Guarantees as per the requirements mentioned in the RFP.

S. No	RFP Section	Tender Text	Question for clarification	Response
			<p>if any delay or unwillingness on the part of SP is noticed, the Mission has the right to encash the Bank Guarantee.</p> <p>The extension of the BG on a monthly basis till all the pending matters are settled and a “No Dues Certificate” is issued has not end date. Hence request the extension of BGs not beyond 3 months from the expiry / termination of the Agreement</p>	
167.		CHAPTER XI: SERVICE LEVEL METRICS/PENALTIES	No capping of Loss/ Damage penalty. Request MEA to cap the overall LD penalty at 10% of the contract value	The penalty/ compensation for Loss / Damage of Passports/ documents will be as per the provisions of the RFP.
168.			Is it ok to position the SP pre-existing IP based solution for online appointment system development?	As long as the online appointment portal complies with all the requirements specified in the RFP, existing IP-based solutions shall also be acceptable.
169.		Chapter VII: Point 1(A)(xi)	Please clarify if the area stated as Madinat Zayed is in Al Dharfa or Abu Dhabi city.	Madinat Zayed in Al Dhafra. A Corrigendum No. Abu/Cons/415/17/2025 dated 3 December 2025 has been issued in this regard.
170.		The Bidding Company shall provide audited financial	Please be kind to clarify about the external audit agency which will be	External audit agency should be registered in India/UAE

S. No	RFP Section	Tender Text	Question for clarification	Response
		information certified by an external auditing agency to substantiate the claim of its turnover	acceptable to the Mission.	
171.		(x) The Bidding Company must provide certification that its operations are compliant with local labour laws and the relevant tax regime and shall continue to be compliant with such regime.	If a company does not have existing operational experience in the local country, what documentation or certification should be provided to the Mission to demonstrate compliance with local labour regulations and the applicable tax regime, and to confirm that it will continue to comply with these requirements	The documentation/ certification requirements are clearly defined in the RFP.
172.	Chapter VII: Scope of Work and Deliverables Required	a) Dealing with Application and Documents (xi) 1. Abu Dhabi (Al Khalidiya)	No. of reception in counters is mentioned as 1 whereas Receptionist is mentioned as 2. Similarly in all centres from sr. no 7 -10. Please clarify	SP should establish adequate reception area where minimum number of receptionists as mentioned in the RFP can be accommodated.
173.	Chapter VII: Scope of Work and Deliverables Required Clause (x) Appointment System (b)	The SP shall also maintain the turnaround time of 30 minutes for any applicant from token generation to acceptance of application and payment at the counter of ICAC.	The Tender specifies the turnaround time for 30 minutes and as per our understanding, the turnaround time will be only for submitting the application and a separate time would be considered for application facilitation services (form filing, photocopy, photograph services).	30 minutes turn around time includes the time taken for AFS as well.
174.	Chapter VII:	Dispatch the	Please be kind to clarify if the	Courier service is mandatory.

S. No	RFP Section	Tender Text	Question for clarification	Response
	Scope of Work and Deliverables Required Clause G Return of documents to the applicants (c)	document(s)/passport/ PCC to applicants via courier in a secured manner on the same day (or the next working day in case of delayed receipt).	courier service is mandatory or optional?	Service fee quoted by applicant includes courier charge as well.
175.	Annexure: D	7. The Bidding Company must provide certification that its operations are compliant with local labour laws and relevant tax regime.	If a company does not have operational experience within the local country, what documentation or certification should be submitted to the Mission to demonstrate compliance with labour regulations and the applicable tax regime?	The marks will be given as per provisions mentioned in RFP.
176.	Part III: Technical Bid Evaluation Proforma Point 1(b)	Parking facilities with capacity and type of parking.	Please be kind to clarify, what is the minimum number of parking slots to be considered in comparison with the daily centre-wise application count as adequate slots in ICAC.	Bidders are to arrive at the adequate number of parking slots as per the number of applicants anticipated to visit ICAC and based on existing local norms. The marks will be given as per provisions mentioned in RFP.
177.	Part III: Technical Bid Evaluation Proforma Point 4 (a)	Provision of Application Facilitating Services at ICACs - Photocopying - Photograph - Form Filling	Please clarify the expected explanation or solution regarding the provision of Application Facilitation Services. This will enable us to include the necessary	The bidder shall, in its Technical Bid, provide a detailed solution for delivering all four Application Facilitating Services (AFS)—namely, photograph, photocopy,

S. No	RFP Section	Tender Text	Question for clarification	Response
		- Courier Services Refer to Chapter VII, para (3) of the RFP (7 marks)	details in our Technical Bid accordingly.	form filling, and related services—as specified in Chapter VII, Para (3) of the RFP. Marks for Technical Bid evaluation will be awarded based on the solution and explanation furnished by the bidder, in accordance with Annexure J (Part-III) of the RFP.
178.	Part III: TECHNICAL BID EVALUATION PROFORMA	8. Record of Past Performance with Mission	If a company has had no prior engagement with the Mission, how will the marks allocation be done for the companies that are willing to participate in the bidding process. Could you please advise what alternative evidence or criteria could be accepted in lieu of past engagement with the Mission, so that new bidders may still be eligible to earn points?	Marks shall be awarded in accordance with the Technical Evaluation Criteria specified in Part-III, Annexure J of the RFP.
179.	Part III: TECHNICAL BID EVALUATION PROFORMA	9. Reputation of the bidding company in the market and quality of non-GOI client list and references received from them.	If a company has had no prior engagement with any foreign client for services related to the current tender, how will the marks allocation be done for the companies that are willing to	Marks shall be awarded in accordance with the Technical Evaluation Criteria specified in Part-III, Annexure J of the RFP.

S. No	RFP Section	Tender Text	Question for clarification	Response
			<p>participate in the bidding process.</p> <p>This creates a challenge for new travel agencies or companies wishing to participate in the bidding process. Could you please advise what alternative evidence or criteria may be accepted in place of prior foreign-client experience, so that new bidders may still qualify to earn these points?</p>	
180.	Annexure-K	<p>Financial Bid</p> <p>Note: 1 – Service Fee quoted above is the ‘Service Fee per application’ payable to the Service Provider. Bidder shall quote the Service Fee as per deliverables of the RFP including digitization and indexation of documents, enrolment of fingerprint biometrics, facial Biometric capture, and provision of four Application Facilitating Services viz, photocopying, photographs, Form filling, and Courier Services.</p>	<p>Please clarify how the charges for courier services should be calculated, considering that the rates vary depending on distance and local conditions.</p> <p>Please clarify whether an average courier rate should be applied, or if separate disclosures are required for the varying courier rates and the corresponding differences in service fees.</p>	<p>There is no separate courier charge payable by applicant. Service fee quoted by applicant includes courier charge as well.</p> <p>Bidders need to factor in courier charges, variability of distances amongst other factors to offer a singular all-inclusive Service Fee</p> <p>The bidder has to provide information regarding Courier dispatch process in its technical bid.</p>
181.	Annexure-K	Financial Bid	If the Service Fee comprises	A singular all-inclusive Service Fee

S. No	RFP Section	Tender Text	Question for clarification	Response
		Note: 1 – Service Fee quoted above is the ‘Service Fee per application’ payable to the Service Provider. Bidder shall quote the Service Fee as per deliverables of the RFP including digitization and indexation of documents, enrolment of fingerprint biometrics, facial Biometric capture, and provision of four Application Facilitating Services viz, photocopying, photographs, Form filling, and Courier Services.	multiple components, including digitization and indexation of documents, enrolment of fingerprint biometrics, facial biometric capture, and the four Application Facilitation Services—photocopying, photography, form filling, and courier services—please clarify how the Service Fee should be quoted in situations where an applicant does not avail one or more of these Application Facilitation Services.	has to be quoted as per Annexure K of the RFP for delivering all services mentioned in the RFP, including digitization and indexation of documents, enrolment of fingerprint biometrics, facial biometric capture, and the Application Facilitation Services. SP shall charge the Service Fee to the applicant, regardless of applicant availing any or all of the services. SP shall not charge any additional fee for the various services/deliverables in the RFP, as Service fee is inclusive of all components.
182.		Clause VII(A)(xii)(i) – Multilingual Call Centre	Please confirm the minimum set of languages required for the enquiry system beyond English, Hindi, and Arabic, to ensure compliance with applicant community demographics.	The required languages are Hindi, English, Arabic, Malayalam and any other languages, as per requirement
183.		Chapter XI – Penalties for Turnaround Time:	Kindly clarify whether penalties will be imposed in situations caused by uncontrollable external factors such as building security checks, internet outages, or government-declared restrictions.	Penalties will not be imposed in situations caused by external factors, not under the control of SP, such as building security checks, internet outages, or government-declared restrictions.
184.		Chapter V, Mandatory	Does the litigation disclosure	Yes

S. No	RFP Section	Tender Text	Question for clarification	Response
		Eligibility Criteria – Litigation Disclosure:	requirement also apply to subsidiaries or group companies not directly participating in the bid?	
185.		Clause VII(C)(i) – Mode of Fee Acceptance:	Kindly clarify whether the Service Provider may implement e-wallet and QR-based payments beyond UPI, provided they comply with UAE banking regulations.	Yes
186.		Clause VII(A)(x)(b) – 30-Minute Turnaround:	Whether exceptions are permitted during peak demand or system outage situations.	Service provider should make arrangements for peak demand. Relaxation will be provided in case of outage of GoI systems.
187.		Clause VII(B)(vi)(f) – Retention of Incomplete Applications:	Whether incomplete applications may be returned earlier than 21 working days if applicant requests.	Yes
188.		Annexure C – Notes (iii)	We kindly request confirmation on whether any additional declarations or certificates are required, apart from the organisation profile and reference details already specified.	All declarations or certificates are to be provided as per RFP
189.		Value-Added Services	As the service fee covers only four facilitation services, we respectfully seek the Mission's approval to offer the following value-added services for the convenience of applicants: - Translation (English/Arabic, per page) - Indian CPV Services @ Your	SP shall not indulge in the sale or promotion of any value-added services.

S. No	RFP Section	Tender Text	Question for clarification	Response
			Doorstep	
190.		EMD / Bank Guarantee – e-BG Details	With reference to Chapter 3 (xii) regarding the e-BG submission, we request the Mission to kindly share the relevant bank account details and SWIFT information required for remitting the EMD/Bank Guarantee.	Bank Account details are provided at Annex-5
191.		Chapter VII 3 (I) – Form-Filling Bottleneck & Token System Proposal	As a significant number of applicants require form-filling and photographs, this can lead to congestion and extended waiting times, making adherence to the 30-minute turnaround time challenging.	SP should make adequate provisions for Application Facilitation Services to adhere to 30-minute turnaround time.
192.		Chapter VII B (x) (b) – Turnaround Time Clarification	Given that passport form-filling is a detailed and time-consuming process, and is provided free of cost at the ICAC, a large proportion of applicants are expected to opt for it, resulting in longer queues. We therefore request the Mission to consider excluding form-filling time from the mandated 30-minute turnaround.	SP should make adequate provisions for Application Facilitation Services to adhere to 30-minute turnaround time.

Month-wise Centre-wise CPV applications received from January 2022 to December 2024

Note: The number of CPV applications ‘received’ will be different from the CPV services ‘provided’ mentioned in the RFP due to the time-lag in issue of passports, visas, OCI etc in some cases.

Al Reem, Abu Dhabi					
Month	Passport	Visa	EC	Attestation	Total
Jan/2022	3156	38	10	1723	4927
Feb/2022	3539	72	9	2108	5728
Mar/2022	4221	92	14	2398	6725
Apr/2022	2996	69	5	2242	5312
May/2022	3536	69	7	1615	5227
Jun/2022	3908	171	14	2116	6209
Jul/2022	2873	185	14	1792	4864
Aug/2022	3318	168	7	2404	5897
Sep/2022	3145	121	7	2121	5394
Oct/2022	3166	67	6	1851	5090
Nov/2022	3451	90	13	2039	5593
Dec/2022	3318	82	9	1802	5211
Jan/2023	3551	107	364	1862	5884
Feb/2023	3322	85	13	1824	5244
Mar/2023	3654	66	7	2562	6289
Apr/2023	2557	64	9	1822	4452
May/2023	4073	53	8	2337	6471
Jun/2023	3152	32	13	2396	5593
Jul/2023	3161	60	19	2214	5454
Aug/2023	3386	65	8	2257	5716
Sep/2023	2680	41	9	1924	4654
Oct/2023	2678	45	9	1875	4607
Nov/2023	2565	112	14	1758	4449
Dec/2023	2629	55	13	1490	4187
Jan/2024	3395	67	17	1521	5000
Feb/2024	3654	65	17	1535	5271
Mar/2024	3575	42	14	1848	5479
Apr/2024	2955	31	15	1719	4720

May/2024	4704	51	12	1749	6516
Jun/2024	3921	69	18	1890	5898
Jul/2024	4372	72	21	1947	6412
Aug/2024	3740	50	21	1637	5448
Sep/2024	4568	42	62	1836	6508
Oct/2024	4785	50	86	1834	6755
Nov/2024	4768	66	33	1781	6648
Dec/2024	3704	43	41	1771	5559
Al Ain					
Month	Passp ort	Visa	EC	Total	
Jan/2022	700	16	0	716	
Feb/2022	728	46	3	777	
Mar/2022	930	27	2	959	
Apr/2022	692	28	2	722	
May/2022	867	15	4	886	
Jun/2022	949	56	4	1009	
Jul/2022	694	47	3	744	
Aug/2022	828	39	4	871	
Sep/2022	773	37	3	813	
Oct/2022	695	41	1	737	
Nov/2022	841	37	2	880	
Dec/2022	951	23	4	978	
Jan/2023	1066	23	4	1093	
Feb/2023	956	12	10	978	
Mar/2023	1055	22	3	1080	
Apr/2023	707	10	2	719	
May/2023	989	34	3	1026	
Jun/2023	821	23	1	845	
Jul/2023	874	44	0	918	
Aug/2023	1010	44	2	1056	
Sep/2023	838	32	2	872	
Oct/2023	839	43	0	882	
Nov/2023	863	47	0	910	
Dec/2023	756	24	0	780	
Jan/2024	950	26	3	979	
Feb/2024	967	19	2	988	
Mar/2024	890	22	6	918	

Apr/2024	787	23	6	816
May/2024	1137	61	2	1200
Jun/2024	971	24	3	998
Jul/2024	1088	52	2	1142
Aug/2024	986	43	0	1029
Sep/2024	991	36	13	1040
Oct/2024	944	18	32	994
Nov/2024	978	23	5	1006
Dec/2024	967	17	3	987
Musaffah				
Month	Passport	Visa	EC	Total
Jan/2022	996	0	3	999
Feb/2022	1098	0	2	1100
Mar/2022	1240	0	3	1243
Apr/2022	1049	0	3	1052
May/2022	1123	0	1	1124
Jun/2022	1373	0	4	1377
Jul/2022	1145	0	2	1147
Aug/2022	1400	0	5	1405
Sep/2022	1388	0	4	1392
Oct/2022	1160	0	4	1164
Nov/2022	1238	0	3	1241
Dec/2022	1154	0	2	1156
Jan/2023	1376	0	5	1381
Feb/2023	1305	0	4	1309
Mar/2023	1360	0	5	1365
Apr/2023	996	0	3	999
May/2023	1590	0	3	1593
Jun/2023	1184	0	1	1185
Jul/2023	1419	0	3	1422
Aug/2023	1221	0	5	1226
Sep/2023	992	0	5	997
Oct/2023	894	0	3	897
Nov/2023	967	0	3	970
Dec/2023	905	0	1	906
Jan/2024	1136	0	4	1140
Feb/2024	1277	0	3	1280

Mar/2024	1229	0	3	1232
Apr/2024	1282	0	2	1284
May/2024	1870	0	3	1873
Jun/2024	1677	0	2	1679
Jul/2024	1939	0	2	1941
Aug/2024	1667	0	5	1672
Sep/2024	1757	0	11	1768
Oct/2024	2422	0	22	2444
Nov/2024	2695	0	5	2700
Dec/2024	2609	0	12	2621
Ruwais				
Month	Passport	Visa	EC	Total
Jan/2022	0	0	0	0
Feb/2022	0	0	0	0
Mar/2022	0	0	0	0
Apr/2022	0	0	0	0
May/2022	0	0	0	0
Jun/2022	0	0	0	0
Jul/2022	0	0	0	0
Aug/2022	47	0	0	47
Sep/2022	47	0	0	47
Oct/2022	50	0	0	50
Nov/2022	40	0	0	40
Dec/2022	45	0	0	45
Jan/2023	53	0	0	53
Feb/2023	53	0	0	53
Mar/2023	49	0	0	49
Apr/2023	61	0	0	61
May/2023	45	0	0	45
Jun/2023	51	0	0	51
Jul/2023	30	0	0	30
Aug/2023	35	0	0	35
Sep/2023	44	0	0	44
Oct/2023	66	0	0	66
Nov/2023	75	0	0	75
Dec/2023	62	0	0	62
Jan/2024	80	0	0	80

Feb/2024	78	0	0	78
Mar/2024	55	0	0	55
Apr/2024	73	0	0	73
May/2024	80	0	0	80
Jun/2024	72	0	0	72
Jul/2024	71	0	0	71
Aug/2024	86	0	0	86
Sep/2024	97	0	0	97
Oct/2024	0	0	0	0
Nov/2024	188	0	0	188
Dec/2024	96	0	0	96
Premium Lounge Abu Dhabi				
Month	Passport	Visa	EC	Total
Jan/2022	800	35	0	835
Feb/2022	765	84	0	849
Mar/2022	929	185	0	1114
Apr/2022	972	199	0	1171
May/2022	1259	236	0	1495
Jun/2022	1346	234	0	1580
Jul/2022	937	179	0	1116
Aug/2022	782	150	0	932
Sep/2022	798	140	1	939
Oct/2022	1079	251	0	1330
Nov/2022	1218	254	0	1472
Dec/2022	1332	145	0	1477
Jan/2023	1564	161	0	1725
Feb/2023	1758	155	0	1913
Mar/2023	1981	110	0	2091
Apr/2023	1741	126	1	1868
May/2023	2013	169	1	2183
Jun/2023	1703	155	3	1861
Jul/2023	1603	182	1	1786
Aug/2023	1266	176	1	1443
Sep/2023	1279	102	0	1381
Oct/2023	1707	193	1	1901
Nov/2023	1891	167	0	2058
Dec/2023	1881	108	1	1990

Jan/2024	2066	152	1	2219
Feb/2024	1989	138	0	2127
Mar/2024	2030	91	2	2123
Apr/2024	1949	92	0	2041
May/2024	2086	145	1	2232
Jun/2024	1363	144	0	1507
Jul/2024	1558	176	2	1736
Aug/2024	1228	152	1	1381
Sep/2024	639	123	0	762
Oct/2024	655	142	0	797
Nov/2024	833	177	0	1010
Dec/2024	571	137	0	708
Al Khaleej Center, Dubai				
Month	Passport	Visa	EC	Attestation
Jan/2022	4984	81	129	8253
Feb/2022	5892	93	112	9089
Mar/2022	6311	138	175	10576
Apr/2022	5033	150	201	8830
May/2022	6392	130	155	8808
Jun/2022	6991	170	179	10676
Jul/2022	5453	147	194	8162
Aug/2022	6517	153	270	9836
Sep/2022	5871	170	185	9319
Oct/2022	5591	166	177	8648
Nov/2022	5630	159	175	9593
Dec/2022	5090	133	134	8883
Jan/2023	6227	133	156	9380
Feb/2023	5834	89	122	8518
Mar/2023	5889	92	131	10786
Apr/2023	4565	83	109	8958
May/2023	8391	131	120	11000
Jun/2023	7738	543	123	9192
Jul/2023	7350	105	136	9230
Aug/2023	5746	119	138	9672
Sep/2023	5287	95	144	8325
Oct/2023	6057	120	147	8384
Nov/2023	5485	119	130	8385

Dec/2023	5820	95	119	8222
Jan/2024	7728	109	138	8420
Feb/2024	7653	107	114	8626
Mar/2024	6650	80	97	8321
Apr/2024	6064	70	86	8413
May/2024	9082	92	138	10897
Jun/2024	8159	90	125	9120
Jul/2024	8990	114	156	9895
Aug/2024	7690	85	119	8925
Sep/2024	8328	102	48	8977
Oct/2024	8637	119	26	9155
Nov/2024	8801	133	34	9002
Dec/2024	8173	118	39	8887
Deira, Dubai				
Month	Passport	Visa	EC	Total
Jan/2022	1908	13	5	1926
Feb/2022	1928	37	12	1977
Mar/2022	2192	33	17	2242
Apr/2022	1810	31	21	1862
May/2022	2114	14	15	2143
Jun/2022	2450	28	12	2490
Jul/2022	1868	13	15	1896
Aug/2022	2127	11	21	2159
Sep/2022	1985	11	16	2012
Oct/2022	1881	29	12	1922
Nov/2022	1973	17	6	1996
Dec/2022	1928	19	7	1954
Jan/2023	2215	31	5	2251
Feb/2023	1920	18	3	1941
Mar/2023	1938	17	3	1958
Apr/2023	1353	5	3	1361
May/2023	2587	9	6	2602
Jun/2023	1713	11	1	1725
Jul/2023	1999	9	6	2014
Aug/2023	2022	6	7	2035
Sep/2023	1534	15	6	1555
Oct/2023	1686	22	7	1715

Nov/2023	1642	10	6	1658
Dec/2023	1712	29	2	1743
Jan/2024	2683	21	9	2713
Feb/2024	2186	23	2	2211
Mar/2024	1914	8	4	1926
Apr/2024	1520	11	4	1535
May/2024	2893	31	9	2933
Jun/2024	2129	29	3	2161
Jul/2024	2473	52	8	2533
Aug/2024	2379	31	2	2412
Sep/2024	2890	44	0	2934
Oct/2024	3154	39	0	3193
Nov/2024	3336	33	1	3370
Dec/2024	3159	45	1	3205
KMCC, Dubai				
Month	Passport	Visa	EC	Total
Jan/2022	541	0	1	542
Feb/2022	542	0	0	542
Mar/2022	614	0	0	614
Apr/2022	444	0	0	444
May/2022	548	0	1	549
Jun/2022	740	0	3	743
Jul/2022	616	0	1	617
Aug/2022	710	0	1	711
Sep/2022	699	0	1	700
Oct/2022	652	0	1	653
Nov/2022	662	0	0	662
Dec/2022	626	0	0	626
Jan/2023	683	0	0	683
Feb/2023	642	0	0	642
Mar/2023	682	0	0	682
Apr/2023	507	0	0	507
May/2023	701	0	1	702
Jun/2023	512	0	0	512
Jul/2023	629	0	0	629
Aug/2023	692	0	0	692
Sep/2023	631	0	0	631

Oct/2023	667	0	1	668
Nov/2023	645	0	0	645
Dec/2023	577	0	0	577
Jan/2024	624	0	0	624
Feb/2024	589	0	0	589
Mar/2024	485	0	0	485
Apr/2024	468	0	0	468
May/2024	696	0	0	696
Jun/2024	562	0	0	562
Jul/2024	654	0	0	654
Aug/2024	545	0	0	545
Sep/2024	594	0	0	594
Oct/2024	668	0	0	668
Nov/2024	756	0	0	756
Dec/2024	668	0	0	668
Premium Lounge, Dubai				
Month	Passport	Visa	EC	Total
Jan/2022	4779	229	1	5009
Feb/2022	5391	429	0	5820
Mar/2022	5668	807	3	6478
Apr/2022	4560	631	0	5191
May/2022	4660	596	0	5256
Jun/2022	5977	807	1	6785
Jul/2022	4651	677	2	5330
Aug/2022	4705	832	2	5539
Sep/2022	4450	895	3	5348
Oct/2022	4990	1023	3	6016
Nov/2022	5365	1311	7	6683
Dec/2022	6168	627	4	6799
Jan/2023	6973	753	10	7736
Feb/2023	7763	669	7	8439
Mar/2023	8729	614	12	9355
Apr/2023	6595	399	3	6997
May/2023	6020	642	2	6664
Jun/2023	5103	566	2	5671
Jul/2023	5737	623	9	6369
Aug/2023	5891	673	8	6572

Sep/2023	5524	728	7	6259
Oct/2023	5563	822	6	6391
Nov/2023	5703	929	16	6648
Dec/2023	5167	620	26	5813
Jan/2024	4237	823	2	5062
Feb/2024	4922	668	0	5590
Mar/2024	5596	469	2	6067
Apr/2024	4062	403	5	4470
May/2024	5676	623	4	6303
Jun/2024	5151	535	5	5691
Jul/2024	5212	599	5	5816
Aug/2024	4337	626	7	4970
Sep/2024	3677	647	0	4324
Oct/2024	3625	793	0	4418
Nov/2024	3855	960	0	4815
Dec/2024	3911	661	0	4572
Ajman				
Month	Passport	Visa	EC	Total
Jan/2022	573	0	5	578
Feb/2022	538	0	6	544
Mar/2022	592	1	8	601
Apr/2022	485	0	7	492
May/2022	553	1	14	568
Jun/2022	733	0	13	746
Jul/2022	568	1	8	577
Aug/2022	640	22	15	677
Sep/2022	603	17	9	629
Oct/2022	573	24	11	608
Nov/2022	591	35	14	640
Dec/2022	519	25	13	557
Jan/2023	592	16	8	616
Feb/2023	558	22	5	585
Mar/2023	585	12	5	602
Apr/2023	398	14	4	416
May/2023	581	30	7	618
Jun/2023	458	39	12	509
Jul/2023	538	39	7	584

Aug/2023	556	38	8	602
Sep/2023	506	29	8	543
Oct/2023	537	22	5	564
Nov/2023	522	28	6	556
Dec/2023	498	30	5	533
Jan/2024	553	19	5	577
Feb/2024	538	27	5	570
Mar/2024	442	15	6	463
Apr/2024	428	23	10	461
May/2024	676	31	15	722
Jun/2024	558	38	6	602
Jul/2024	658	39	16	713
Aug/2024	494	49	8	551
Sep/2024	515	33	0	548
Oct/2024	656	5	0	661
Nov/2024	735	5	0	740
Dec/2024	678	18	0	696
Fujairah				
Month	Passport	Visa	EC	Total
Jan/2022	362	6	0	368
Feb/2022	327	21	0	348
Mar/2022	457	9	1	467
Apr/2022	412	13	0	425
May/2022	464	20	0	484
Jun/2022	623	25	0	648
Jul/2022	427	24	0	451
Aug/2022	565	18	1	584
Sep/2022	438	24	1	463
Oct/2022	418	15	1	434
Nov/2022	477	15	0	492
Dec/2022	513	21	1	535
Jan/2023	550	10	1	561
Feb/2023	473	15	1	489
Mar/2023	507	7	0	514
Apr/2023	355	0	1	356
May/2023	589	6	2	597
Jun/2023	424	16	1	441

Jul/2023	481	20	1	502
Aug/2023	483	16	1	500
Sep/2023	364	9	1	374
Oct/2023	415	10	0	425
Nov/2023	464	15	1	480
Dec/2023	416	8	1	425
Jan/2024	486	7	1	494
Feb/2024	453	18	1	472
Mar/2024	409	3	1	413
Apr/2024	371	6	0	377
May/2024	597	8	3	608
Jun/2024	505	8	0	513
Jul/2024	544	11	3	558
Aug/2024	451	6	2	459
Sep/2024	467	11	1	479
Oct/2024	617	11	0	628
Nov/2024	652	1	1	654
Dec/2024	569	0	2	571
Kalba				
Month	Passport	Visa	EC	Total
Jan/2022	163	0	1	164
Feb/2022	75	0	0	75
Mar/2022	184	0	0	184
Apr/2022	172	1	0	173
May/2022	177	5	0	182
Jun/2022	240	14	1	255
Jul/2022	151	35	1	187
Aug/2022	138	9	0	147
Sep/2022	108	13	0	121
Oct/2022	95	4	0	99
Nov/2022	137	2	0	139
Dec/2022	146	4	0	150
Jan/2023	226	6	0	232
Feb/2023	391	4	0	395
Mar/2023	411	10	0	421
Apr/2023	303	2	0	305
May/2023	464	9	0	473

Jun/2023	360	22	0	382
Jul/2023	335	1	0	336
Aug/2023	250	2	0	252
Sep/2023	209	6	0	215
Oct/2023	256	10	1	267
Nov/2023	284	3	1	288
Dec/2023	318	10	0	328
Jan/2024	402	1	0	403
Feb/2024	207	2	0	209
Mar/2024	356	1	0	357
Apr/2024	256	1	0	257
May/2024	535	4	1	540
Jun/2024	396	13	0	409
Jul/2024	529	17	1	547
Aug/2024	421	7	0	428
Sep/2024	388	4	0	392
Oct/2024	481	1	1	483
Nov/2024	250	1	0	251
Dec/2024	298	1	0	299
Khorffakkan				
Month	Passport	Visa	EC	Total
Jan/2022	136	0	0	136
Feb/2022	226	0	0	226
Mar/2022	169	0	0	169
Apr/2022	136	1	0	137
May/2022	197	6	0	203
Jun/2022	273	11	0	284
Jul/2022	179	3	0	182
Aug/2022	141	0	0	141
Sep/2022	148	2	1	151
Oct/2022	141	3	0	144
Nov/2022	142	2	0	144
Dec/2022	188	1	0	189
Jan/2023	206	0	0	206
Feb/2023	343	0	0	343
Mar/2023	411	2	0	413
Apr/2023	296	5	0	301

May/2023	412	1	0	413
Jun/2023	423	0	0	423
Jul/2023	424	24	0	448
Aug/2023	272	8	0	280
Sep/2023	228	6	0	234
Oct/2023	268	9	0	277
Nov/2023	268	13	0	281
Dec/2023	265	5	0	270
Jan/2024	372	3	0	375
Feb/2024	466	0	0	466
Mar/2024	408	3	1	412
Apr/2024	361	3	0	364
May/2024	482	0	0	482
Jun/2024	387	1	2	390
Jul/2024	463	0	3	466
Aug/2024	382	0	0	382
Sep/2024	372	0	0	372
Oct/2024	537	1	0	538
Nov/2024	628	4	0	632
Dec/2024	345	24	0	369
Main Center, Ras Al Khaimah				
Month	Passport	Visa	EC	Total
Jan/2022	393	0	0	393
Feb/2022	407	0	2	409
Mar/2022	459	0	0	459
Apr/2022	333	0	0	333
May/2022	410	0	0	410
Jun/2022	529	0	0	529
Jul/2022	429	0	1	430
Aug/2022	401	0	0	401
Sep/2022	325	0	3	328
Oct/2022	399	0	1	400
Nov/2022	442	0	0	442
Dec/2022	366	3	0	369
Jan/2023	459	0	1	460
Feb/2023	418	0	0	418
Mar/2023	443	0	0	443

Apr/2023	323	0	0	323
May/2023	467	0	0	467
Jun/2023	404	0	0	404
Jul/2023	436	0	0	436
Aug/2023	467	0	2	469
Sep/2023	433	0	0	433
Oct/2023	441	0	1	442
Nov/2023	445	0	0	445
Dec/2023	407	0	0	407
Jan/2024	491	0	0	491
Feb/2024	485	0	0	485
Mar/2024	424	0	0	424
Apr/2024	389	0	0	389
May/2024	577	0	0	577
Jun/2024	423	0	1	424
Jul/2024	546	0	0	546
Aug/2024	413	0	0	413
Sep/2024	427	0	0	427
Oct/2024	575	0	0	575
Nov/2024	615	0	0	615
Dec/2024	559	0	0	559
Indian Relief Committee, Ras Al Khaimah				
Month	Passport	Visa	EC	Total
Jan/2022	475	2	2	479
Feb/2022	465	2	3	470
Mar/2022	571	14	3	588
Apr/2022	479	16	1	496
May/2022	518	18	2	538
Jun/2022	609	40	1	650
Jul/2022	466	27	0	493
Aug/2022	552	25	2	579
Sep/2022	488	22	1	511
Oct/2022	466	19	0	485
Nov/2022	470	19	2	491
Dec/2022	428	11	0	439
Jan/2023	483	12	0	495
Feb/2023	474	17	1	492

Mar/2023	494	10	1	505
Apr/2023	340	10	0	350
May/2023	516	12	6	534
Jun/2023	433	32	4	469
Jul/2023	473	24	1	498
Aug/2023	486	20	0	506
Sep/2023	443	22	2	467
Oct/2023	465	5	2	472
Nov/2023	465	11	0	476
Dec/2023	413	12	0	425
Jan/2024	498	12	2	512
Feb/2024	488	16	0	504
Mar/2024	426	6	0	432
Apr/2024	412	16	3	431
May/2024	593	24	2	619
Jun/2024	521	34	5	560
Jul/2024	635	33	3	671
Aug/2024	454	15	2	471
Sep/2024	529	32	0	561
Oct/2024	669	29	1	699
Nov/2024	688	25	0	713
Dec/2024	680	14	1	695
Main Center, Sharjah				
Month	Passport	Visa	EC	Total
Jan/2022	2860	37	29	2926
Feb/2022	3456	44	39	3539
Mar/2022	3851	68	38	3957
Apr/2022	3792	72	32	3896
May/2022	4516	125	38	4679
Jun/2022	5188	172	72	5432
Jul/2022	3880	169	70	4119
Aug/2022	4595	130	152	4877
Sep/2022	3993	113	135	4241
Oct/2022	3991	116	137	4244
Nov/2022	3880	119	132	4131
Dec/2022	3630	97	104	3831
Jan/2023	4186	100	104	4390

Feb/2023	3822	81	63	3966
Mar/2023	4477	77	114	4668
Apr/2023	3557	94	68	3719
May/2023	5712	147	96	5955
Jun/2023	3841	189	86	4116
Jul/2023	4014	176	99	4289
Aug/2023	4033	166	120	4319
Sep/2023	3608	129	98	3835
Oct/2023	3587	120	119	3826
Nov/2023	3452	172	94	3718
Dec/2023	3348	119	73	3540
Jan/2024	4963	163	117	5243
Feb/2024	4719	121	108	4948
Mar/2024	4231	89	94	4414
Apr/2024	3489	69	41	3599
May/2024	5835	122	76	6033
Jun/2024	4708	129	76	4913
Jul/2024	5473	148	88	5709
Aug/2024	4861	130	30	5021
Sep/2024	5076	126	13	5215
Oct/2024	5901	63	11	5975
Nov/2024	6170	94	15	6279
Dec/2024	5797	111	8	5916
Indian Association, Sharjah				
Month	Passport	Visa	EC	Total
Jan/2022	700	0	16	716
Feb/2022	540	0	14	554
Mar/2022	638	0	22	660
Apr/2022	523	0	14	537
May/2022	727	0	22	749
Jun/2022	765	0	21	786
Jul/2022	616	0	23	639
Aug/2022	670	0	27	697
Sep/2022	623	0	25	648
Oct/2022	637	0	26	663
Nov/2022	720	0	16	736
Dec/2022	626	0	18	644

Jan/2023	688	0	19	707
Feb/2023	632	1	13	646
Mar/2023	709	0	22	731
Apr/2023	499	0	14	513
May/2023	748	0	22	770
Jun/2023	581	0	10	591
Jul/2023	636	0	12	648
Aug/2023	680	0	21	701
Sep/2023	603	0	10	613
Oct/2023	665	0	25	690
Nov/2023	637	0	17	654
Dec/2023	562	0	27	589
Jan/2024	677	0	23	700
Feb/2024	642	0	17	659
Mar/2024	554	0	16	570
Apr/2024	447	0	15	462
May/2024	776	0	28	804
Jun/2024	785	0	21	806
Jul/2024	787	0	31	818
Aug/2024	656	0	25	681
Sep/2024	633	0	0	633
Oct/2024	697	0	0	697
Nov/2024	774	0	0	774
Dec/2024	729	0	0	729
Umm Al Quwain				
Month	Passport	Visa	EC	Total
Jan/2022	340	0	1	341
Feb/2022	332	0	1	333
Mar/2022	402	0	2	404
Apr/2022	395	0	0	395
May/2022	450	0	0	450
Jun/2022	573	0	1	574
Jul/2022	432	0	1	433
Aug/2022	512	0	0	512
Sep/2022	430	0	2	432
Oct/2022	459	1	0	460
Nov/2022	458	0	1	459

Dec/2022	416	0	1	417
Jan/2023	433	0	0	433
Feb/2023	433	0	1	434
Mar/2023	479	1	0	480
Apr/2023	356	0	0	356
May/2023	535	0	5	540
Jun/2023	419	0	0	419
Jul/2023	483	0	0	483
Aug/2023	480	0	1	481
Sep/2023	431	0	0	431
Oct/2023	439	0	0	439
Nov/2023	446	0	1	447
Dec/2023	433	0	0	433
Jan/2024	511	0	1	512
Feb/2024	494	0	0	494
Mar/2024	419	0	1	420
Apr/2024	404	0	0	404
May/2024	561	0	0	561
Jun/2024	475	0	2	477
Jul/2024	574	0	2	576
Aug/2024	447	0	0	447
Sep/2024	481	0	0	481
Oct/2024	656	0	0	656
Nov/2024	700	0	0	700
Dec/2024	657	0	0	657

Annexure-II**Month-wise Centre-wise CPV applications received from January 2025 to October 2025**

Note: The number of CPV applications ‘received’ will be different from the CPV services ‘provided’ mentioned in the RFP due to the time-lag in issue of passports, visas, OCI etc in some cases.

Al Reem, Abu Dhabi					
Month	Passport	Visa	EC	Attestation	Total
Jan/2025	4,728	48	22	2007	6805
Feb/2025	4,146	37	12	1956	6151
Mar/2025	4,337	46	6	2058	6447
Apr/2025	4,157	70	15	1856	6098
May/2025	5,087	65	23	2172	7347
Jun/2025	4,490	68	16	2399	6973
Jul/2025	4,660	62	19	2816	7557
Aug/2025	3,795	67	16	1992	5870
Sep/2025	3,900	59	10	1335	5304
Oct/2025	4,246	29	15	1929	6219
Al Ain					
Month	Passport	Visa	EC	Total	
Jan/2025	1,402	30	2	1,434	
Feb/2025	1,304	24	7	1,335	
Mar/2025	1,287	29	6	1,322	
Apr/2025	1,256	22	2	1,280	
May/2025	1,451	10	6	1,467	
Jun/2025	1,302	12	5	1,319	
Jul/2025	1,249	17	4	1,270	
Aug/2025	1,013	17	12	1,042	
Sep/2025	981	21	4	1,006	
Oct/2025	1,230	25	5	1,260	
Musaffah					
Month	Passport	Visa	EC	Total	
Jan/2025	2,915	-	2	2,917	
Feb/2025	2,431	-	2	2,433	
Mar/2025	2,451	-	3	2,454	
Apr/2025	2,349	-	2	2,351	

May/2025	2,801	-	5	2,806
Jun/2025	2,586	-	2	2,588
Jul/2025	2,976	-	8	2,984
Aug/2025	2,488	-	7	2,495
Sep/2025	2,742	-	2	2,744
Oct/2025	2,596	-	4	2,600
Ruwais				
Month	Passport	Visa	EC	Total
Jan/2025	95	-	-	95
Feb/2025	140	-	-	140
Mar/2025	100	-	-	100
Apr/2025	159	-	-	159
May/2025	149	-	-	149
Jun/2025	134	-	-	134
Jul/2025	108	-	-	108
Aug/2025	127	-	-	127
Sep/2025	133	-	-	133
Oct/2025	134	-	-	134
Madinat Zayed				
Month	Passport	Visa	EC	Total
Jan/2025	-	-	-	-
Feb/2025	-	-	-	-
Mar/2025	-	-	-	-
Apr/2025	92	-	-	92
May/2025	121	-	-	121
Jun/2025	99	-	-	99
Jul/2025	126	-	-	126
Aug/2025	135	-	-	135
Sep/2025	120	-	-	120
Oct/2025	94	-	-	94
Premium Lounge Abu Dhabi				
Month	Passport	Visa	EC	Total
Jan/2025	735	123	-	858
Feb/2025	718	76	-	794
Mar/2025	685	82	-	767
Apr/2025	597	80	-	677
May/2025	769	61	-	830

Jun/2025	716	89	-	805
Jul/2025	391	190	-	581
Aug/2025	409	130	-	539
Sep/2025	463	124	-	587
Oct/2025	526	152	-	678
Al Khaleej Center, Dubai				
Month	Passport	Visa	EC	Attestation
Jan/2025	10392	103	107	10326
Feb/2025	8863	92	116	9663
Mar/2025	9368	65	97	10219
Apr/2025	8689	72	119	11000
May/2025	10607	57	171	11936
Jun/2025	9513	54	158	10135
Jul/2025	10658	85	248	11968
Aug/2025	9014	73	229	10396
Sep/2025	9581	70	269	10343
Oct/2025	8916	73	288	9911
Deira, Dubai				
Month	Passport	Visa	EC	Total
Jan/2025	3,829	51	1	3,881
Feb/2025	3,277	24	3	3,304
Mar/2025	3,478	30	8	3,516
Apr/2025	3,294	23	6	3,323
May/2025	3,955	30	13	3,998
Jun/2025	3,482	34	10	3,526
Jul/2025	3,758	43	16	3,817
Aug/2025	3,235	31	14	3,280
Sep/2025	3,567	31	29	3,627
Oct/2025	3,394	38	27	3,459
KMCC, Dubai				
Month	Passport	Visa	EC	Total
Jan/2025	774	-	-	774
Feb/2025	678	-	-	678
Mar/2025	631	-	-	631
Apr/2025	671	-	1	672
May/2025	765	-	-	765
Jun/2025	676	-	4	680

Jul/2025	748	-	1	749
Aug/2025	604	-	1	605
Sep/2025	625	-	2	627
Oct/2025	548	-	9	557
Premium Lounge, Dubai				
Month	Passport	Visa	EC	Total
Jan/2025	4141	847	3	4991
Feb/2025	3008	630	-	3638
Mar/2025	2981	576	-	3557
Apr/2025	2687	714	-	3401
May/2025	3217	585	-	3802
Jun/2025	3006	573	-	3579
Jul/2025	3068	857	-	3925
Aug/2025	2585	700	-	3285
Sep/2025	2877	783	-	3660
Oct/2025	3221	828	-	4049
Ajman				
Month	Passport	Visa	EC	Total
Jan/2025	766	9	4	779
Feb/2025	648	9	1	658
Mar/2025	645	8	-	653
Apr/2025	638	25	1	664
May/2025	759	15	4	778
Jun/2025	676	21	4	701
Jul/2025	747	37	5	789
Aug/2025	636	8	4	648
Sep/2025	619	17	5	641
Oct/2025	484	27	9	520
Fujairah				
Month	Passport	Visa	EC	Total
Jan/2025	563	-	-	563
Feb/2025	469	1	-	470
Mar/2025	531	-	-	531
Apr/2025	460	1	2	463
May/2025	549	11	7	567
Jun/2025	470	14	1	485
Jul/2025	489	47	1	537

Aug/2025	405	17	2	424
Sep/2025	393	12	3	408
Oct/2025	389	8	2	399
Kalba				
Month	Passport	Visa	EC	Total
Jan/2025	388	-	-	388
Feb/2025	412	-	6	418
Mar/2025	456	-	2	458
Apr/2025	454	-	1	455
May/2025	618	-	-	618
Jun/2025	490	-	1	491
Jul/2025	451	3	-	454
Aug/2025	326	1	3	330
Sep/2025	260	-	7	267
Oct/2025	449	-	7	456
Khorffakkan				
Month	Passport	Visa	EC	Total
Jan/2025	440	8	1	449
Feb/2025	438	7	-	445
Mar/2025	473	8	1	482
Apr/2025	468	12	-	480
May/2025	633	7	4	644
Jun/2025	571	14	1	586
Jul/2025	468	2	2	472
Aug/2025	344	3	1	348
Sep/2025	297	6	5	308
Oct/2025	447	3	6	456
Main Center, Ras Al Khaimah				
Month	Passport	Visa	EC	Total
Jan/2025	597	-	2	599
Feb/2025	501	-	-	501
Mar/2025	498	-	1	499
Apr/2025	529	-	-	529
May/2025	585	-	1	586
Jun/2025	501	-	-	501
Jul/2025	515	-	1	516
Aug/2025	438	-	1	439

Sep/2025	559	-	1	560
Oct/2025	516	-	1	517
Indian Relief Committee, Ras Al Khaimah				
Month	Passport	Visa	EC	Total
Jan/2025	750	24	2	776
Feb/2025	615	12	1	628
Mar/2025	646	15	6	667
Apr/2025	586	29	6	621
May/2025	685	14	2	701
Jun/2025	614	29	3	646
Jul/2025	658	60	5	723
Aug/2025	561	19	6	586
Sep/2025	642	20	7	669
Oct/2025	545	36	5	586
Main Center, Sharjah				
Month	Passport	Visa	EC	Total
Jan/2025	6810	122	37	6,969
Feb/2025	5866	121	36	6,023
Mar/2025	6170	90	26	6,286
Apr/2025	5726	75	37	5,838
May/2025	6794	66	56	6,916
Jun/2025	6090	64	39	6,193
Jul/2025	6409	114	118	6,641
Aug/2025	5325	34	157	5,516
Sep/2025	6106	29	184	6,319
Oct/2025	5839	25	203	6,067
Indian Association, Sharjah				
Month	Passport	Visa	EC	Total
Jan/2025	808	-	1	809
Feb/2025	653	-	-	653
Mar/2025	624	-	1	625
Apr/2025	625	-	14	639
May/2025	751	-	23	774
Jun/2025	685	-	19	704
Jul/2025	753	-	11	764
Aug/2025	587	-	13	600
Sep/2025	614	-	14	628

Oct/2025	561	-	11	572
Umm Al Quwain				
Month	Passport	Visa	EC	Total
Jan/2025	735	-	-	735
Feb/2025	596	-	-	596
Mar/2025	613	-	2	615
Apr/2025	573	-	1	574
May/2025	692	-	2	694
Jun/2025	644	-	-	644
Jul/2025	713	-	1	714
Aug/2025	522	-	4	526
Sep/2025	574	-	1	575
Oct/2025	523	-	1	524

Schedule of fees payable in respect of applications for passport and travel documents

S.No.	PASSPORT		Scale of fees	
			Normal fee	Tatkal fee (inclusive of normal fee)
			AED	AED
1	For issue of ordinary fresh passport or reissue of Passport containing 36 pages having validity of ten years (also applicable to minors in the age group of fifteen to eighteen years)		285	855
2	For issue of ordinary fresh passport or reissue of passport containing 60 pages having validity of ten years (also applicable to minors in the age group of fifteen to eighteen years)		380	950
3	For issue of ordinary fresh passport or reissue of passport containing 36 pages for minors below eighteen years of age with validity of five years or till the minor attains the age of eighteen years, whichever is earlier		190	760
4	For issue of fresh or reissue of India-Bangladesh Passport or Passport for any other named foreign country with a maximum validity of ten years		190	NA
5	Replacement of passport of 36 pages having validity of ten years for changes in personal particulars		285	855
6	Replacement of passport of 60 pages having validity of ten years for changes in personal particulars		380	950
7	Replacement of passport of 36 pages for changes in personal particulars for minors below the age of eighteen years with validity of five years or till the minor attains the age of eighteen years, whichever is earlier		190	760
8	Replacement of passport of 36 pages having validity of ten years for deletion of Emigration Check Required stamp		285	NA
9	Replacement of passport of 60 pages having validity of ten years for deletion of Emigration Check Required stamp		380	NA
II	SPECIAL TRAVEL DOCUMENT			NA
10	Emergency Certificate		60	NA
11	Certificate of Identity		190	NA
12	Additional ordinary passport containing 36 pages for any country with initial validity up to one year		285	NA
III	MISCELLANEOUS SERVICES			NA
13	Issue of Police Clearance Certificate or Surrender Certificate or any other miscellaneous certificate based on the Passport		95	NA
IV	PASSPORT IN LIEU OF LOST, DAMAGED OR STOLEN			NA
14	For replacement of ordinary passport of 36 pages in lieu of lost, damaged or stolen passport		570	1140
15	For replacement of ordinary passport of 60 pages in lieu of lost, damaged or stolen passport		665	1235

Note:

1. 'NA' means 'not applicable'.
2. **Fee for a passport under Tatkal scheme is inclusive of normal passport fee.**

Attestation of documents-civil, trade& commercial and real estate / movable property

S.No.		Attestation	Current rate AED
1	A	Attestation of affidavits/documents pertaining to sale, purchase, power of attorney, mortgage, transfer, gift, etc. of real estate or moveable properties or issue of a document by a Consular Officer pertaining to such matters.	80
	B	Where a Consular Officer draws up or assists in drawing up any document mentioned in I(A) above	155
2	A	Attestation of civil documents (affidavits, educational degree, sponsorship certificates, marriage certificates, wills, Power of Attorney etc	40
	B	Where a Consular Officer draws up or assists in the drawing up of any document mentioned in item 2(A)above as per Consular Manual.	80
3	A	Attestation of Trade/Commercial documents or issueof any certificate 'country of origin etc.' pertaining to exports from foreign country to India.	190
	B	Attestation of Trade/Commercial documents or issue of any certificate pertaining to exports from India to a foreign country.	80
MARRIAGE FEE			
4		A Consular Officer solemnizing a marriage, registration of a marriage certificate and a certified copy of the entry(all).	190
FEES IN RESPECT OF MERCHANT SHIPPING			
5	A	Attestation of documents pertaining to sale, purchase, mortgage, transfer of vessel or transfer of one's interestin merchant vessel.	960
	B	Attestation of other documents pertaining to ship/vessel for issue of a certificate or verification or acceptance ofa document or taking any action as per Chapter IX of the Consular Manual on 'Merchant Shipping'. The Shipping Company (or Captain of vessel on behalf of Company) being applicant/payee of consular fee.	190
	C	Attestation of documents of issue of certificates to a sailor as per Chapter IX of the Consular Manual on 'Merchant Shipping' (individual sailor being applicantfor his individual use).	40
FEES IN RESPECT OF OTHER SERVICE			
6	A	For administration or distribution, or both of the property situated in country, of the Consular Officer's residence, of an Indian citizen or any other person, not being a seaman, dying intestate, or if not intestate, when undertaking in the absence of legally competent representative of the deceased in country of his death or a	960 AED or 2.5 per cent of estimated value of the property/ estate, whichever is more

		request of legal heirs of deceased living in India as the case may be.	
	B	If such property is in country of concurrent accreditation of a Consular Officer.	3800 AED or 2.5 per cent of estimated value of the property / estate, whichever is more
	C	Issue of succession certificate as laid down in the Consular Manual.	2.5 per cent of estimated value of the estate or property
7		Services requiring visits or attendance of a Consular Officer on request of an applicant away from chancery.	Officer's travelling allowance and daily allowance plus 380 AED for each visit plus consular fees for service required
8	A	Attestation of pension papers, life certificate etc. pertaining to pensioners	Gratis
	B	For affixing Consular Officer's signature and seal, if required, for declarations of pay or pension.	Gratis
9	A	Other miscellaneous attestations, issue of civil certificates, notarial services as per Consular Manual, not falling within any of above categories, registration of birth & a certified copy of the entry	80
	B	Where Consular Officer draws up or assists in drawing up of any documents pertaining to services mentioned at item 9(A) above.	155
	C	Registration of death & a certified copy of the entry with the proviso that HOM/HOP may waive these charges at his discretion.	80
10		Cancellation of Indian passport of an Indian national who dies abroad.	Gratis

Note: The rates are per attestation and the pages on which Mission'Post's round seal affixed will not be charged extra.

Note : Principal rules published vide Notification No.420-Con, dated 8 November, 1949.

Subsequently amended by:-

- (i) Notification No. GSR 1977 dated 14-11-1967
- (ii) Notification No. GSR 817 (E) dated 13-10-1976
- (iii) Notification No. GSR 326 (E) dated 2-4-1979
- (iv) Notification No. GSR 862(E) dated 1-11-1985
- (v) Notification No. GSR 688 (E) dated 15-10-1993
- (vi) Notification No. GSR 712 (E) dated 18-11-1993

New Rationalised Visa fee for all nationalities other than those as specified separately below w.e.f. 01.04.2025

S. No.	Code	Type	Duration	Entries	Revised Fee in AED
1	T	Tourist	Upto 1 year	S/M	360
2	T	Tourist	1 year to 5 year	M	720
3	B	Business	Upto 1 year	S/M	435
4	B	Business	1 year to 5 year	M	900
5	X	Entry	Upto 6 months	S/M	290
6	X	Entry	6 months to 1 year	M	435
7	X	Entry	1 year to 5 year	M	720
8	E	Employment	Upto 6 months	S/M	435
9	E	Employment	6 months to 1 year	M	720
10	E	Employment	1 year to 5 year	M	1080
11	P	Project	Upto 6 months	S/M	435
12	P	Project	6 months to 1 year	M	720
13	P	Project	1 year to 5 year	M	1080
14	S	Student	Upto 5 year	M	290
15	MED	Medical	Upto 6 months	S/M	290
16	MED	Medical	6 months to 1 year	M	435
17	MED X	Med Attendant	Upto 6 months	S/M	290
18	MED X	Med Attendant	6 months to 1 year	M	435
19	C	Conf / Seminar	Upto 6 months	S/M	290
20	J	Journalist	Upto 6 months	S/Double	290
21	R	Research	Upto 6 months	S/M	290
22	R	Research	6 months to 1 year	M	435
23	R	Research	1 year to 5 year	M	720
24	M	Missionary	Upto 6 months	S/M	290
25	M	Missionary	6 months to 1 year	M	435
26	M	Missionary	1 year to 5 year	M	720
27	MX	Mountaineering	Upto 6 months	S/M	290
28	MX	Mountaineering	6 months to 1 year	M	435
29	I	Intern	Upto 1 year	M	290
30	F	Film	Upto 1 year	S/M	435
31	TR	Transit	Upto 15 days	S/Double	75

In case where a Tourist / Business visa is granted for a period of less than 5 years (as a default option), Mission / post should charge visa fee as per the following details:

(I) Tourist visa upto 1 year = AED 360

(II) Tourist visa for more than 1 year and upto 5 years = 720

(III) Business visa upto 1 year = AED 435

(IV) Business visa for more than 1 year and upto 5 year = AED 900

32	For Afghanistan, Argentina, Bangladesh, DPR Korea, Jamaica, Maldives, Mauritius, Mongolia, South Africa, Uruguay and Myanmar nationals, all type of visas are issued on gratis basis. In respect of Seychelles nationals, all type of visas except for work / employment may be issued on gratis basis.	Gratis
33	For Pakistani National (Rs. 100/-):	AED 5

34	For Singapore Nationals:		
	Tourist Visa for 6 months – Multiple entry		90
	All other type of visas will be charged as mentioned above.		
35	Japanese Nationals:		
	Transit Visa		5
	All other type of visas for Japanese nationals		30
36	For UK nationals:		
	Tourist	Upto 1 year (S/M)	585
	Tourist	1 year to 5 year	1745
	Business	Upto 1 year (S/M)	875
	Business	1 year to 5 year	2615
	Entry	Upto 1 year (S/M)	585
	Entry	1 year to 5 year	1745
	Student	Upto 5 year (M)	825
	Medical	Upto 1 year (M)	465
	Research visa upto 3 years or duration of course (whichever is less)		825
	Employment	Upto 6 months	1660
	Employment	6 months to 1 year	1800
	Employment	1 year to 5 year	2150
	Transfer of visa		605
	Transit visa		320
	Business visa issued same day (excluding visa fee)		775
	Emergency visa charges		325
37	All type of visas for Nigerian National		2103
38	For US Nationals		
	Visa application fee		75
	Tourist visa fee up to 10 years		580
	Business visa fee up to 10 years		580
39	For Ukrainian nationals		
	Visa Category	Duration	Fee in AED
	Transit visa	15 days (single / double entry)	310
	Tourist visa	Upto 1 year (S/D/M Entry)	360
	Student visa	Less than 5 years (M)	310
	Business visa	Less than 1 year (S/D/M Entry)	470
	Business visa	1 to 5 year (S/D/M Entry)	900
	Employment visa	Less than 6 months	435
		Less than 1 year	720
		Less than 5 years (S/D/M Entry)	1080
	All other type of visa i.e. Entry visa, Conference visa, Employment visa,	Less than 6 months	310
		Less than 1 year	470

	Journalist visa	Less than 5 years (S/D/M Entry)	720
	Emergency visa fee		310
40	Russian Nationals: all type of visas		
	Single entry		145
	Double entry		325
	Multiple entry		435
	Transfer of valid visa		145
41	Sri Lankan Nationals:		
	Transit visa	Upto 15 days (S/D Entry)	40
	Tourist visa	30 days (double entry)	55
		90 days (single entry)	55
		90 days (double entry)	90
		6 months (D/M entry)	90
	Entry visa	1 year (M entry)	90
	Business visa	30 days (M entry)	90
		90 days (S entry)	100
		90 days (M entry)	145
		6 months (M entry)	290
		1 year (M entry)	290
		5 year (M entry)	435
	Employment visa	1 year (M entry)	570
	Student visa (for institutions covered by bilateral agreement)	1 year	155
		More than 1 year	295
	Student visa (for institutions not covered by bilateral agreement)		295
42	Mozambique Nationals		
	Visa category	Duration / entries / urgency	Fee
	Tourist visa	Single entry	290
		Single entry - urgent	540
		Multiple entry	795
		Multiple entry - urgent	1080
	Business visa / employment visa		Gratis
	All other type of visas (except transit and student)	Upto 6 months	795
		Upto 6 months (emergency)	1080
		Upto 1 year	1080
		Upto 1 year (emergency)	1080
		Upto 5 years	1080
		Upto 5 years (emergency)	1080
43	Business visa fee for nationals of following countries charged on reciprocal basis.		
	Country name	Upto 1 year (in AED)	More than 1 year and upto 5 years (in AED)
	USA	505	900

	Ecuador	865		1155
	New Zealand	470		900
	France	595		900
	Australia	775		1065
	Czech Republic	685		975
	Iran	990		1280
	Ireland	720		1010
	Philippines	795		1080
	Poland	525		900
	Saudi Arabia	775		1065
	Thailand	720		1010
	UAE	1495		1785
44	Employment visa fee for nationals of following countries charged on reciprocal basis			
	Country name	Upto 6 months	6 months to 1 year	More than 1 year to 5 years
	Canada	540	720	1080
	Ireland	580	720	1080
	France	490	720	1080
	Denmark	450	720	1080
	Australia	650	795	1080
	New Zealand	525	720	1080
	Thailand	580	720	1080
	UAE	1350	1495	1785
	Israel	3600	3745	4035
	Iran	850	990	1280
45	Business and employment visas are issued on gratis basis to the applicants who are from Least Developed countries (LDCs). Only ICWF and service charge of outsourced service agency is chargeable in such cases. List of LDCs has been indicated in the Ministry's communication No. VII/406/21/2016 dated 16th March, 2017.			

ANNEXURE-III

LIST OF LEAST DEVELOPED COUNTRIES (LDCs)

S. No.	Country	Date of inclusion on the list	S. No.	Country	Date of inclusion on the list
1	Afghanistan	1971	25	Madagascar	1991
2	Angola	1994	26	Malawi	1971
3	Bangladesh	1975	27	Mali	1971
4	Benin	1971	28	Mauritania	1986
5	Bhutan	1971	29	Mozambique	1988
6	Burkina Faso	1971	30	Myanmar	1987
7	Burundi	1971	31	Nepal	1971
8	Cambodia	1991	32	Niger	1971
9	Central African Republic	1975	33	Rwanda	1971
10	Chad	1971	34	Sao Tome and Principe	1982
11	Comoros	1977	35	Senegal	2000
12	Dem. Republic of the Congo	1991	36	Sierra Leone	1982
13	Djibouti	1982	37	Solomon Islands	1991
14	Equatorial Guinea*	1982	38	Somalia	1971
15	Eritrea	1994	39	South Sudan	2012
16	Ethiopia	1971	40	Sudan	1971
17	Gambia	1975	41	Timor-Leste	2002
18	Guinea	1971	42	Togo	1982
19	Guinea-Bissau	1981	43	Tuvalu	1986
20	Haiti	1971	44	Uganda	1971
21	Kiribati	1986	45	United Republic of Tanzania	1971
22	Lao People's Dem. Republic	1971	46	Vanuatu	1985
23	Lesotho	1971	47	Yemen	1971
24	Liberia	1990	48	Zambia	1991

*General Assembly resolution 68/L.20 adopted on 04.12.2013, decided that Equatorial Guinea will graduate three and half years after the adoption of the resolution and that Vanuatu will graduate four years after the adoption of the resolution.

Revised fee for the OCI related services

S. No.	Name of OCI Service	Fee in AED
1	Registration as OCI card holder	990
2	Issuance of duplicate OCI card in case of loss damage	360
3	Conversion from PIO to OCI	360
4	Other Misc. services	90

Fwd: Corrigendum pertaining to revision of Visa & OCI Fee for US Nationals w.e.f 01.04.2025 - UAE

Education Wing, Eol Abu Dhabi <edu1.abudhabi@mea.gov.in >

Thu, 03 Apr 2025 3:27:19 PM +0400

To "A.K. John"<visa.dubai@mea.gov.in>

Cc "Consul General of India Dubai"<cg.dubai@mea.gov.in>

Dear Sir/Madam,

Refer trailing mail pertaining to revised Visa & OCI Fee structure w.e.f. 01.04.2025. Enclosed please find the attached corrigendum regarding Sl. no. 38 of our earlier letter no. ABU/CONS/401/1/2017 dated 28 March, 2025 pertaining to tourist and business visa fee for US nationals mentioning separate visa application fee as AED 75, which was inadvertently mentioned and not to be charged separately. The same may please be read as under:

For US Nationals	Fee*
Tourist visa fee up to 10 years	580
Business visa fee up to 10 years	580

* The tourist and business visa fee for US nationals up to 10 years i.e. 580 is inclusive of visa application fee.

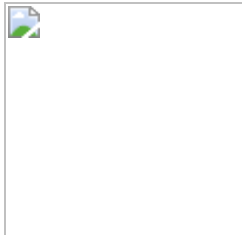
2. This issues with the approval from Competent Authority and is effective from 01.04.2025.

Regards,

Visa Wing,
Embassy of India,
Abu Dhabi (UAE)

This email is meant for the attention of the addressee(s). If you are not the intended recipient please inform the sender. Please also delete the message without copying, distributing or disclosing its contents to any other person or organization. Unauthorized use, disclosure, storage or copying is not permitted as is illegal.

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From: "Education Wing, EoI Abu Dhabi" <edu1.abudhabi@mea.gov.in>
To: "Dr. Binoy George" <jscpv@mea.gov.in>, "A.K. John" <visa.dubai@mea.gov.in>, "anne kurian" <anne.kurian@blsinternational.net>, "vinay nambiar" <vinay.nambiar@blsinternational.net>, "opsmanager ind" <opsmanager.ind@blsinternational.net>
Cc: "S.R.H. Fahmi" <dircpv@mea.gov.in>, "Nahas Ali" <dscpv@mea.gov.in>, "S.R.H. Fahmi" <dircpv1@mea.gov.in>, "DR. BALAJI RAMASWAMY" <couns.abudhabi@mea.gov.in>, "K. SURESH" <attachecons.abudhabi@mea.gov.in>
Sent: Thursday, April 3, 2025 2:28:49 PM
Subject: Corrigendum pertaining to revision of Visa & OCI Fee for US Nationals w.e.f 01.04.2025 - UAE

Dear Sir/Madam,

Refer trailing mail pertaining to revised Visa & OCI Fee structure w.e.f. 01.04.2025. Enclosed please find the attached corrigendum regarding Sl. no. 38 of our earlier letter no. ABU/CONS/401/1/2017 dated 28 March, 2025 pertaining to tourist and business visa fee for US nationals mentioning separate visa application fee as AED 75, which was inadvertently mentioned and not to be charged separately. The same may please be read as under:

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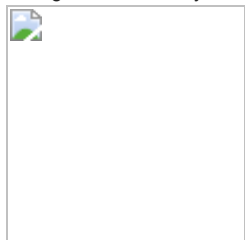
2. This issues with the approval from Competent Authority and is effective from 01.04.2025.

Regards,

Visa Wing,
Embassy of India,
Abu Dhabi (UAE)

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From: "Education Wing, EoI Abu Dhabi" <edu1.abudhabi@mea.gov.in>
To: "Dr. Binoy George" <jscpv@mea.gov.in>, "Uttam Chand" <visa.dubai@mea.gov.in>, "anne kurian" <anne.kurian@blsinternational.net>, "vinay nambiar" <vinay.nambiar@blsinternational.net>, "opsmanager ind" <opsmanager.ind@blsinternational.net>
Cc: "S.R.H. Fahmi" <dircpv@mea.gov.in>, "Nahas Ali" <dscpv@mea.gov.in>, "S.R.H. Fahmi" <dircpv1@mea.gov.in>, "DR. BALAJI RAMASWAMY" <couns.abudhabi@mea.gov.in>, "K. SURESH" <attachecons.abudhabi@mea.gov.in>
Sent: Friday, March 28, 2025 3:57:14 PM
Subject: Revision of Visa & OCI Fee w.e.f. 01.04.2025 - UAE

Dear Sir/Madam,

Kindly download the revised Visa & OCI Fee structure w.e.f. 01.04.2025.

Best Regards,

Visa Wing,
Embassy of India,
Abu Dhabi (UAE)

1 Attachment(s)

Corrigendum Letter.pdf
181.4 KB

Guidelines for ICAO Compliant Photographs for Passport Applications

Here are the photograph guidelines as per ICAO standards to be adhered to photograph capturing or uploading for passport services.

- Close up of the head and top of the shoulders such that the face takes up 80-85% of the photograph.
- The photograph should be in color and dimensions should be 630*810 Pixels.
- Photos should be unaltered by computer software.
- Background of the photograph should be White.
- The photographs must –
 - Show the applicant looking directly at the camera.
 - Show the skin tones naturally.
 - Have appropriate brightness and contrast.
 - Show the applicants eyes open and clearly visible.
 - Should not have hair across the eyes.
 - Be taken with uniform lighting and not show shadows or flash reflections on the face and no red eye.
 - Mouth should not be open.
 - Be taken from distance of 1.5 meters from a camera (not too close)
 - Should not be blurred
- It should have full face, front view, eyes open.
- Photo should be present full head from top of hair to bottom of chin.
- Centre head within frame (head should not be tilted).
- There should not be any distracting shadows on the face or in the background (should not have reflection of the glasses; glasses to be taken off to avoid reflections).
- Illumination shall not cause any red eye effects visible in the eyes or other effects reducing the visibility of the eyes.
- Head coverings are not permitted except for religious reasons, but the facial features from bottom of chin to top of forehead and both edges of the face must be clearly shown.
- The expression on the face should look natural.

INDIAN VISA PHOTO REQUIREMENTS:

The digital photograph to be uploaded along with the Visa application should meet the following requirements:

- **Format:** JPEG
- **Size:**
 - Minimum 10 KB
 - Maximum 300 KB
- **Specifications:**
 - The height and width of the Photo must be equal i.e. 2x2 inches (51 x 51mm), taken within the last three months.
 - Photo should present Full face, front view, eyes open.
 - Center head within frame and present full head from top of hair to bottom of chin.
 - Background should be plain light colored or white background.
 - No shadows on the face or on the background.
 - Without borders.
 - Make sure that photo presents full head from top of hair to bottom of chin. Head should measure 1 inch to 1-3/8 inches (25mm to 35mm). Make sure eye height is between 1-1/8 inches to 1-3.
- **Expression:** Neutral - no smiles, no frowns, mouth closed
- **Glasses:** If worn, they must be clear, and the eyes should be visible
- **Headgear:** Only allowed for religious or medical reasons and should contrast with the background
- **Exposure and Lighting**
 - There should not be any over-exposure or under-exposure which results in an unusable photo.
 - There should be a three-point balanced lighting. Facial features should be clearly evident in the photo
 - Lighting should be adjusted to avoid shadows on the face or background. Diffuse sources of light, such as umbrella lights, are preferable to point sources.

- **Flexibility in Children's' photographs**

- Children under ten years of age - Requirements can be somewhat relaxed in Respect of height of the face and the position of the eyes in the photographs.
- New Born Babies and Infants - The position of the face, the facial expression, the eyes and the line of sight can have some relaxation. However, a frontal photograph with clarity is required for children. It should show the child alone (no chair backs, toys or other people visible), looking at the camera with a neutral expression and the mouth closed. For New Born babies Ears, forehead and chin to be completely visible. Eyes should be open. No Kajal marks on face are allowed.

- **Do's and Don'ts for a Proper photo**

- **Do**

- The photo should capture full face, front view, with eyes open.
- The head should be in the centre of the frame.
- There should be no distracting shadows on the face or background
- The photo presents full head from top of
- Hair to bottom of chin; height of head should measure 1 inch to 1-3/8 inches (25 mm to 35 mm).
- Make sure eye height is between 1- 1/8 inches to 1-3.
- Expression of the face should be natural (no grinning, frowning or raised eyebrows)
- Head should be in the center of the frame and both ears should be visible.

- **DON'Ts**

- Do not paste black and white photographs
- Photograph in computer print will not be accepted
- Photograph is NOT to be signed
- Eyes must not be covered by hair.
- Photograph should not be damaged, for example: torn, creased, or marked.
- Photographs should not be edited.



Requirement of photograph for OCI Registration

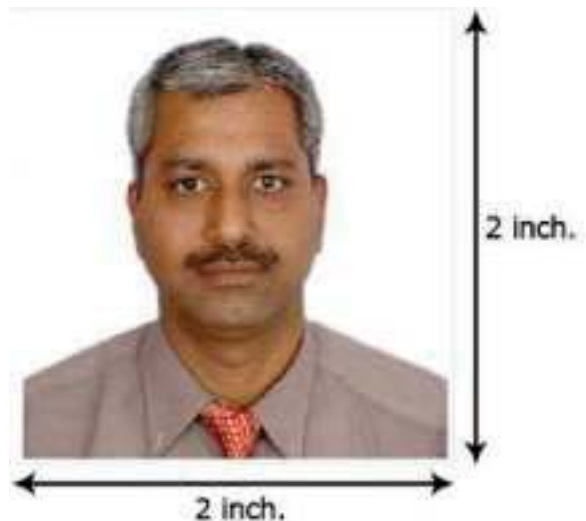
Based upon the specifications of the International Standards Organization (ISO) and ICAO, which is responsible for standardizing travel documents, the most important requirements for a photograph for e-passport is that the face must be taken from a full frontal position and the height of the face must meet the prescribed specifications. The eyes must be open, level and clearly visible within the indicated area. The face should be centred within the frame.

Advice for Passport Applicants to Submit Proper Quality Photograph

The quality of the photograph appearing on the passport depends on the photograph that is submitted at the time of applying for a passport. The passport seekers are, therefore, advised to submit the photographs, as specified, to avoid delay in processing their passport applications.

Sample Photo

- ☐ The photograph should be in colour and of the size of 2 inch x 2 inch (51 mm x 51 mm).
- ☐ The photo-print should be clear and with a continuous-tone quality.
- ☐ It should have full face, front view, eyes open.
- ☐ Photo should present full head from top of hair to bottom of chin.
- ☐ Center head within frame.
- ☐ The background should be a plain light colored background.
- ☐ There should not be any distracting shadows on the face or on the background.
- ☐ Head coverings are not permitted except for religious reasons, but the facial features from bottom of chin to top of forehead and both edges of the face must be clearly shown.
- ☐ The expression on the face should look natural.



Embassy's Accounts details

Account Name	Embassy of India
Account No	90020200000025
IBAN No	AE880110090020200000025
Branch	ABUDHABI
Swift	BARBAEADADH
Bank Name	Bank of Baroda
Address	Hamdan Street, Abu Dhabi
