

FREQUENTLY ASKED QUESTIONS

| SL. No. | Questions and Answers | |
|---------|--|--|
| 1. | <p>Question: Why this application has been developed?</p> <p>Answer: Delhi Police has consistently been adopting new methodologies and technologies to enhance its service delivery capacity. Our endeavor has been to identify areas where newer means can help in reducing public inconvenience. The main purpose of this web application is to provide PCC (Police Clearance Certificate) online. Therefore Delhi Police has decided to enable web based application of PCC without the need to go to a police station. The individual can apply online at Delhi Police Website www.delhipolice.nic.in in the PCC Portal and printable electronically signed report is sent in response to the applicant.</p> | |
| 2. | <p>Question: What is the procedure for applying for PCC?</p> <p>Answer: First you have read carefully FAQs and user manual, if you found himself eligible & fulfill the all criteria of PCC then you register yourself and go for login to fill the form. After filling the form you have to save it. Verify the DATA and click on Pay Now Button and pay online using your Credit/Debit card. Once your payment is done successfully, your application will be submitted and a PCC No. will be generated to you.</p> | |
| 3. | <p>Question: What are the Do's and Don'ts for an applicant who applied online Police Clearance Certificate (PCC)?</p> <p>Answer: The Do's and Don'ts for an applicant who requires online PCC has already been given in the Face Book page of Delhi Police which is read as under:-</p> | |
| | DO'S | DON'TS |
| | <ul style="list-style-type: none"> ✓ Only Indian National residing in Delhi at the present address with valid I.D. Proof (Individual or through Organization) may apply PCC online at Delhi Police Web site www.delhipolice.nic.in for two counts i.e. for emigration purpose and for employment (Private Job) only. ✓ Before Registration/login for PCC, applicant should read Users Manual and FAQs given in PCC portal carefully. ✓ Applicant/user should fill up | <ul style="list-style-type: none"> ✗ Please don't conceal any facts during filling the form. ✗ Do not apply for other purposes except for emigration and for employment (Private Job) only. ✗ Afghanis/Nepalese/Foreigners should not apply through online. ✗ Applicant should not upload other state I.D. proof in support of his I.D. Proof. ✗ Applicant should not leave any column of PCC form blank as all column of PCC form are mandatory. |

| | | |
|----|--|---|
| | <p>correct details in each column. No correction/addition/deletion is possible at any stage after paying the fee. If the applicant feeds the wrong information he himself would be responsible and PCC is liable to be rejected.</p> <ul style="list-style-type: none"> ✓ Applicant/user should upload proper size of photograph, Valid I.D. Proof of present address of Delhi and letter of PCC demanding agency and complete in all respect. ✓ Applicant should keep the copy of PCC details so generated immediately after completing the payment option for further correspondence. ✓ Applicant should Keep in mind his User I.D. and Password of PCC. ✓ Payment will be made through online by Debit/Credit Card. Once PCC No. is generated, the fee cannot be refunded. ✓ Please do cooperate the Enquiry Officer and provide him original & genuine document, at the time of field enquiry. ✓ Please use Google Chrome and Mozilla Fire-Fox. ✓ Applicant can check his status of application by using his user account and also download or takeout the print of issued PCC. | <ul style="list-style-type: none"> ✗ Do not apply for purchase of commercial vehicle, Transfer of vehicles, commercial address /firm / organization /shop or other purpose etc. They may apply for PCC manually to the concerned district DCsP office. ✗ Don't conceal involvement in criminal case in Delhi or outside Delhi. ✗ Don't pay the money to the enquiry officer. ✗ Don't use incorrect email ID or phone number. ✗ Don't attach mobile phone scanned photo/documents as it is not supported by system. |
| 4. | <p>Question: What is the fee structure for the PCC?</p> <p>Answer: For Debit Card Type of PCC Charge (INR) Bank Charge (INR) (0.75%) Total Amount (INR) Individual Rs. 250+ Rs. 1.87 (Bank Charges) = Rs.251.87 Organization Rs. 500/-+ Rs. 3.75 (Bank Charges) = Rs. 503.75 For Credit Card Type of PCC Charge (INR) Bank Charge (INR) (1%) Total Amount (INR) Individual Rs. 250/- + Rs.2.50 (Bank Charges) = Rs.252.50 Organization Rs. 500/- + Rs. 5.00 (Bank Charges) = Rs. 505.00.</p> | |
| 5. | <p>Question: What happens after I submit my information?</p> <p>Answer: After submission of your information in the PCC form. A field enquiry will be conduct and PCC will be sent on the registered mail on the stipulated period and an</p> | |

| | |
|-----|--|
| | electronically signed “POLICE CLEARANCE CERTIFICATE” will be sent on the registered applicant e-mail address after checking of police record and verifying of details at the time of field enquiry. |
| 6. | <p>Question: What is the significance of PCC No.?</p> <p>Answer: The “POLICE CLEARANCE CERTIFICATE” bears a unique PCC number of the year (PCC No.) about the information applied. This PCC No. can be used for future download and retrieval of a copy of the report.</p> |
| 7. | <p>Question: What type of applicants can apply for PCC?</p> <p>Answer: An individual applying for a private job, to show his employer or a person emigrating from India to another country to comply with Embassy requirements for Visa or an organization for employee recruitment can apply for PCC.</p> |
| 8. | <p>Question: I have not received an e-mail confirmation even though I have submitted my report?</p> <p>Answer: (i) You may have accidentally provided a wrong e-mail address or your e-mail inbox is full. ?</p> <p>(ii) You may also visit to the SPECIAL BRANCH reception counter at 3/4, Delhi Police Bhawan, Asaf Ali Road, New Delhi on any working day between 10 to 5 PM or contact through helpline No.011-23236040 for your PCC.</p> |
| 9. | <p>Question: What are the mandatory fields in the form?</p> <p>Answer: All the fields are mandatory in the form.</p> |
| 10. | <p>Question: Whether “POLICE CLEARANCE CERTIFICATE” can be applied from outside the area of Delhi?</p> <p>Answer: POLICE CLEARANCE CERTIFICATE can be applied from anywhere, however the applicant must be resident of Delhi having valid Delhi ID Proof (Minimum six months old) anyone from the following 1) Election ID Card 2) Aadhar Card 3) Passport 4) Driving License 5) Electricity Bill 6) Telephone Bill 7) Rent Agreement duly registered in the Hon’ble Court of Law/Registrar/SDM Office (Rent Agreement issued by Notary Public is not applicable) in the name of the applicant at present address for issuing of PCC. The presence of the applicant is must during field enquiry for obtaining PCC.</p> |
| 11. | <p>Question: How can I get the payment receipt?</p> <p>Answer: Payment receipt will be sent to your given email id else you can take a print after payment done successfully.</p> |

| | |
|-----|---|
| 12. | <p>Question: Can I check the details of all PCC issued to me or I applied for?</p> <p>Answer: Yes, all PCC will be saved in your account and you can view the details any time.</p> |
| 13. | <p>Question: I have filled up wrong details in the PCC application form and PCC No. has also been generation to me. Can I make any change/correction in the application form?</p> <p>Answer: No, once Payment has successfully done and PCC No. has been generated to you. Correction cannot be possible at any stage either from individual or by this office. The applicants are hereby advised to check their details carefully given in the application form for PCC before payment of fee.</p> |
| 14. | <p>Question: Can I apply for more than one PCC?</p> <p>Answer: Yes. Individual can apply for another PCC once he receives the previous PCC. And an organization can apply for next PCC once payment of the previous PCC has been done successfully.</p> |
| 15. | <p>Question: I am living in Delhi since last several months/years but I have no valid I.D. proof of Delhi. How can I get my PCC?</p> <p>Answer: No, you may arrange your valid I.D. proof of Delhi then you are eligible for applying PCC through online.</p> |
| 16. | <p>Question: I am living in Delhi on Rent having rent agreement issued by Notary Public and I have no valid I.D. proof of Delhi except I.D. proof of my native place. Can I apply for PCC online?</p> <p>Answer: Rent Agreement issued by Notary Public is not applicable. Rent Agreement registered in the Hon'ble Court of Law/Registrar/SDM Office is applicable for issuing of online PCC alongwith copy of I.D. proof of your native place.</p> |
| 17. | <p>Question: I am newly married and living in my in-laws house but I have no valid I.D. proof of present address. How I can get my PCC?</p> <p>Answer: You can apply through online for PCC and attached I.D. proof of your husband of the present address alongwith copy of your I.D. proof, marriage certificate or copy of application applied to concerned department for transfer of I.D. proof which may also been shown to the enquiry office at the time of field enquiry.</p> |
| 18. | <p>Question: How can I get the PCC for back stay period in Delhi?</p> <p>Answer: You can apply manually in the office of the concerned Distt. DCsP to obtain the PCC for back stay period in Delhi. The applicant who requires PCC for Back Stay</p> |

| | |
|-----|---|
| | period w.e.f. 8.8.2014 onward can apply online only for emigration & Pvt. Job purposes. |
| 19. | <p>Question: I am residing in Delhi NCR, Can I get my PCC on line from Delhi Police Website?</p> <p>Answer: You may obtain your PCC from the local Police office of your area where you are residing.</p> |
| 20. | <p>Question: How can I check the status of my PCC?</p> <p>Answer: You can check your status by open your user account at Delhi Police website where you have registered/login yourself at the time of filling up the PCC form.</p> |
| 21. | <p>Question: I have forget my Password, How can I check the status of my PCC?</p> <p>Answer: A retrieve option has been given in the website, you can use the retrieve option and regenerate your new password. As this office has no provision/system to provide the forget password to the applicant.</p> |
| 22. | <p>Question: What is the time period for issue of PCC for emigration purpose and for Private Employment?</p> <p>Answer: Within 07 working days for emigration purpose and within 21 days for employment (Private Job).</p> |
| 23. | <p>Question: How can I get the PCC for other Purposes except emigration and Pvt. Job purposes?</p> <p>Answer: You can apply manually in the office of the concerned Distt. DCsP to obtain the PCC for other purpose.</p> |
| 24. | <p>Question: What is the validity of the issued PCC?</p> <p>Answer: There is no date of validity is fixed for issued PCC. It depends on requiring agencies, as and when the requiring agencies required PCC the applicant may apply afresh. As issued PCC contained the information/criminal history of an individual of his past period not for his upcoming period.</p> |
| 25. | <p>Question: I have not received my PCC on my E.Mail, how can I get my issued PCC?</p> <p>Answer: If you have not received your PCC on your E.Mail ID you can download your PCC from Delhi Police website www.delhipolice.nic.in in the portal of Police Clearance Certificate.</p> |
| 26. | <p>Question: I am resident of Delhi having valid ID proof of Delhi but presently residing in abroad. How can I get my PCC?</p> <p>Answer: You can apply for PCC online on the official website of Delhi Police or manually</p> |

| | |
|-----|---|
| | in the office of Indian Embassy/High Commission of India's office of your residing country as per your/requiring authority requirement. They will forward their case to India/Delhi Police for issuing of PCC or follow the laid down procedure as intimated by the office of Indian High Commission. |
| 27. | <p>Question: I have paid my fee/charges through my Debit/Credit Card but PCC No. not generated to me. What can I do?</p> <p>Answer: Either you may login in your user account and check your payment status or contact at our help line No. 011-23236040 and takes a confirmation about generating of PCC No. to you. If the PCC No. has not been generated to you online. Generally fee refunded to the applicant/concerned source account automatically within stipulated period fix by the bank authority. The refund timeline vary from Bank to Bank. If the fee has not been returned, you may contact your bank and asked them to send your charge back case to our Banker i.e. Axis bank. After proper enquiry the Axis bank will refund the charge.</p> |
| 28. | <p>Question: I have paid my fee/charges through my Debit/Credit Card and my PCC status is pending/issued/reject. Fee will be refunded to me?</p> <p>Answer: No, there is no provision to refund the fee once paid for PCC through online, if PCC No. is generated/process of PCC completed/PCC status is pending/ issued/reject to an applicant fee cannot be refunded.</p> |
| 29. | <p>Question: I am in receipt of PCC with electronic signature of the competent authority. Whether it is applicable or there is no need of manual stamp or signature on the issued PCC?</p> <p>Answer: Yes. Issued PCC generated online and hence there is no need to affix any stamp or signature of the competent authority on the issued PCC. If any requiring agencies/embassy wants authenticity/confirmation of the issued PCC by this office they can send email at our official email I.D. (pcc@dpscrb.in).</p> |

NOTE: Misuse of PCC or false/wrong information/suppression of facts may attract withdrawal/cancellation of Police Clearance Certificate.