

## **IMPORTANT NOTICE FOR POLICE CLEARANCE CERTIFICATE(PCC):**

1. The embassy does not provide formal acknowledgments or updates regarding PCC applications. Please refrain from calling or emailing to check the status or to confirm receipt of your application.
2. Instead, kindly use the online status-tracking link to monitor your application's progress, and utilize your courier tracking number to confirm the delivery of your application to the Embassy. The status of your application can be tracked on the same portal where you filled the PCC application. You will receive an email once your PCC is printed and ready for collection. The PCC Certificate must be collected from the Embassy after issuance.
3. Applicants must upload photograph and a signature. Applications without the photograph and signature uploaded will not be processed.
4. The photographs must comply with ICAO standards. Applicants are required to upload the documents in portal at the time of filling in the application. Read the instructions for the photographs and documents [HERE](#).
5. Kindly note that in case you are not able to collect the PCC and someone else is going to collect it on your behalf, the email which will be sent by the Embassy informing you about it being ready for collection, contains an authorisation letter which you can hand to someone else to collect it on your behalf under the information provided to the Embassy.
6. Further, you can arrange for the courier company to collect it on your behalf and deliver it to you. In any case, Embassy of India, Santiago, will not be responsible if the PCC gets misplaced/lost once it is picked up from the Embassy.
7. Kindly note that the Police Clearance Certificate (PCC) is issued only after the receipt of clearance from the local police in India. No request for the urgent issuance of the PCC will be entertained in any way or form. Further, the deadlines to be followed at the end of the Chilean authorities is solely the responsibility of the applicant, and the Indian embassy is not involved in any way or form. The delays, if any, in the issuance of PCC due to delay in Police Clearance is not the responsibility of the Indian Embassy in Santiago. Applicants may coordinate with the local police authorities in India.
8. The information on this page is indicative and not exhaustive. The Embassy of India, Santiago, reserves the right to seek for additional documents/information, if required.

## **POLICE CLEARANCE CERTIFICATE (PCC) FOR INDIAN PASSPORT HOLDERS (INDIAN NATIONALS)**

### **1. PROCEDURE FOR APPLYING FOR PCC SERVICE**

Police Clearance Certificate (PCC) is issued by the Embassy of India, Santiago, certifying the person's criminal record with the Indian police. Kindly ensure that your current passport is valid before applying for PCC. It may be noted that if passport validity expires before the final issuance of PCC, it will not be possible to issue PCC, hence it is advisable that passport is valid 3-6 months before applying for PCC. Also, if you have applied for re-issue of passport, then kindly do not apply for PCC until the new passport has been issued.

2. PCC applications are required to be filled in online at <https://mportal.passportindia.gov.in/mission/>. kindly click on the 'APPLICANT LOGIN' for the process to start. Best viewed in Internet Explorer 9.0 and above. Please try to fill the application on a laptop or computer. The Portal is customised for view on laptop/computer. After completing application online, please print the filled form. The Form will show the Photograph and Signature uploaded by the Applicant. Kindly Note that NO FORM will be deemed accepted by the Embassy unless the photograph and the signature are uploaded. Submit the completed form to the Embassy of India, Santiago, Chile along with relevant documents and fee payment confirmation. The guidelines for the photograph can be read [HERE](#).

Complete one-time registration and create a USER ID. Login using the newly created USER ID and fill in the application form online at the same portal. The USER ID once created can be used for entire gamut of services available at the <https://mportal.passportindia.gov.in/mission/>.

**File number is at the last page of applicant's current passport.**

Applicant must upload an ICAO-compliant photograph, a scanned copy of their signature and all other relevant documents prior to submitting the application at the portal during their application (MANDATORY).

3. The portal is self-explanatory and clearly guides users on where to upload the documents. The documents include a copy of your Passport and either a valid Chilean visa or a valid Chilean RUT. While you are uploading the documents, self-attest the documents. If the address you enter in the application to get your PCC done is different from the address mentioned in your Passport, please upload the address proof in the portal where documents are uploaded.

4. Take a printout (in portrait orientation) of the application. (A correct application form will display the name and address of the Embassy of India, Santiago, on top of the first page.) Applicants are advised to ensure the accuracy of the details entered in the online Form. Kindly check your details in the Form carefully before submitting it. Any Errors on the printed Form cannot be corrected by pen or pencil at a later stage. The Embassy will not be

responsible for any errors in the application form on the applicant's side, and if the PCC is issued with details filled in by the applicant.

Send the application printout to the Embassy of India, Santiago along with following documents. All applications for PCC service should be sent to the following address or submitted in person. The filled form along with other documents can be despatched to the Embassy or brought in person. The address of the Embassy is as follows:

<b>Address</b>	971 Alcantara, Las Condes, Santiago (Chile) ZIP Code: 7550427
<b>Mail Box</b>	10433, Santiago

- Copy of first & last pages of current Passport duly self-attested.
- Copy of current Valid Chilean Visa/Chilean RUT. In case you entered the Chile on a visa which is valid for less than 90 days, copy of the PDI Slip which was handed over to you at the Immigration must be enclosed along with the documents and the same to be uploaded in the portal. Many Indians enter Chile on a US Visa and thereafter apply for the PCC for the extension of their Visas and require a PCC for that purpose. Those applicants must upload the copy of their valid US Visa along with the copy of the PDI Slip at the time of processing of your PCC Application.
- One photograph 2 inches X 2 Inches (51mm X 51mm) with light background recently taken. Kindly use the same photograph for uploading in the portal while filling your application.
- Fee of CLP 24.900:

**A/C Number** - 102784

**Bank name** - Banco Santander

**A/C Type** - Cuenta Corriente

**RUT** - 69.903.100-3

**A/C Name** - Embajada de la India

**Destination email:** cons1.santiago@mea.gov.in

Please attach a copy/screenshot of payment.

Cheques or Money Orders/Credit Card/Debit Cards are NOT accepted.

FOR ALL THE PAYMENTS MADE BY BANK TRANSFER, KINDLY ENCLOSE A PAYMENT PROOF OF TRANSACTION ALONG WITH YOUR APPLICATION. DATE OF TRANSACTION, FEE AMOUNT, ACCOUNT NO. OF EMBASSY OF INDIA, SANTIAGO, ARN NO. OF YOUR APPLICATION ALONG WITH THE NAME OF THE APPLICANT SHOULD BE CLEARLY MENTIONED.

- Address proof, if there is any change from the current one on passport. The address proof has to be uploaded in the portal too at the time of filling in your application.

Fees once received will not be refunded under any circumstances, even if the application is withdrawn by the applicant or services are not provided to the individual if his/her case does not qualify for that particular service.

The applicant should use the courier service (with tracking facility) of their choice and are advised to keep the tracking number with them. The Embassy of India will not accept any responsibility in case the courier is lost/misplaced/damaged or delayed, therefore it is suggested to not to send the application via ordinary post that cannot be tracked.

## 5. TIMINGS

Applications for all PCC/Passport/Consular services can be submitted at the reception counter of Embassy of India from 1000 hours to 1230 hours on all working days except the Official Holidays. The List of Official Holidays can be found [HERE](#).

## 6. STATUS ENQUIRY

To track online status of your PCC application, please click on the given link <https://mportal.passportindia.gov.in/mission/TrackApplication>

Please note that no separate acknowledgement email is sent. Applicant may use the PCC form or the status page (available at link <https://mportal.passportindia.gov.in/mission/TrackApplication> ), as a proof of applying PCC, if required.

All the applicants are advised to track their courier bag to check the delivery date of their documents at Embassy of India, Santiago and wait for 3-4 working days for processing of their application. If the online status does not change in first 3-4 working days (a) Application/ARN Number, (b) Passport Number, (c) type of service applied for and (d) Courier tracking number along with delivery date of their documents at Embassy of India, Santiago by courier or date of submission in person may be communicated to us via email at [cons1.santiago@mea.gov.in](mailto:cons1.santiago@mea.gov.in).

Repeated telephone calls are to be discouraged.

No telephonic/e-mail queries regarding receipt or status of applications will be entertained before the time frame limit indicated in below table.

To understand the status of your PCC application better, please read the information given in the below table:

Sr. No.	ONLINE STATUS shown in the PSP Portal	The real time status, indicative time frame and next steps  (Total Time Frame: 5-6 weeks after receipt of complete application, subject to clear police report submitted by the police authority concerned)
1.	PCC application form has been submitted.	<p>All the applications received at Embassy of India, Santiago by courier or in person, are being checked and entered in the system for further processing.</p> <p>If the application is received incomplete, you may receive an email at the e-mail ID provided in your application requesting to send remaining documents or your incomplete application may be returned in first 8-10 working days.</p> <p>The time frame is counted only from the date, the complete/remaining documents are received.</p> <p>The next step of online Status at SI No. 2 will be updated in first 3-4 working days after receipt of your complete application at Embassy of India, Santiago</p>
2	PCC application is under review at Indian Embassy/Consulate.	This means that your application is complete and online processing has been started.
3	Police Verification has been initiated and a request has been sent to Indian Embassy/Consulate. PCC needs to be collected from the Indian Embassy/Consulate where the applicant applied after a 'Clear' Police Verification Report is	<p>The PCC application has been granted by the Embassy. The file has been sent digitally to concerned Police Station in India and is pending at the end of concerned Police Station.</p> <p>Embassy of India, Santiago has no role in coordinating the physical police verification process in India. Police authorities may take up-to 2-3 weeks</p>

	<p>received at the Indian Embassy/Consulate.</p>	<p>to conduct the physical police verification and further up-to 3-5 working days to upload the report on the online portal, once the physical verification is completed in India.</p> <p>If PCC status is not changed in the given time frame, you are required to approach the police authority concerned in India through your relatives/contacts. Embassy of India, Santiago would be unable to take any action on the application if it is pending with the police authority concerned in India. <b>DO NOT APPROACH THE INDIAN EMBASSY IN SANTIAGO TO EXPEDITE THE POLICE CLEARANCE IN INDIA.</b></p>
<p>4</p>	<p>Police Verification report is clear. PCC is available for issuance.</p>	<p>The clear PCC report is submitted online by the Police authority concerned to the Embassy of India.</p> <p>The PCC Certificate would be issued and sent by email (at mentioned email Id provided in the application form) in next 2-3 working days.</p>
<p>5</p>	<p>Police Clearance Certificate has been printed.</p>	<p>The PCC has been issued and signed by the Consular Officer.</p> <p>The PCC issued by Embassy of India, Santiago is an APOSTILLED Document by the Government of India.</p> <p>The Document is ISSUED only in ENGLISH and no request for the issuance of the same document in SPANISH will be entertained as it is the system generated document and the Embassy has no control over the Personal Particulars and the date mentioned in the document.</p> <p>In case the time limit is lapsed and the Chilean Authorities refuse to accept the PCC Document; the applicant <b>MUST</b> apply for the new PCC Document as the date on the PCC Document already issued <b>CANNOT</b> be changed under any circumstances.</p>

6	Police Verification Report is not clear, and application is under review at Indian Embassy/Consulate.	The Police authorities have uploaded a negative report and PCC cannot be issued.

## 7. JURISDICTION

The Embassy of India, Santiago only has the jurisdiction over the territory of Chile. Other Applicants who are not residing in Chile must contact their nearest Indian Mission/Embassy.

## 8. PROCESSING TIME FOR PCC

Processing Time for PCC on Indian Passport is 5-6 weeks after receipt of complete application at Embassy of India, Santiago either by courier or submitted in person over the reception. This time frame is tentative and Embassy has no control over the process at the end of the police authorities in India. The time frame of 5-6 weeks is tentative and the Applicants can receive the PCC at an earlier date.

No telephonic/e-mail queries regarding receipt or status of applications will be entertained before the time frame limit indicated for processing of the applications.

To track online status of their PCC application, kindly visit <https://mportal.passportindia.gov.in/mission/TrackApplication>

Once the PCC application has been processed at Embassy of India, Santiago the coordination for completion of physical police verification must be done by the coordinating person in India, who is residing on the given Indian address in application form.

**Note 1:** This page is for PCC for Indian Nationals (holding valid Indian Passport).

**Note 2:** For every PCC applicant, fresh police verification will be conducted, and PCC will be issued only after receipt of CLEAR police verification report from India. Hence, applicants are requested to apply for PCC well in advance (at least one month) to enable us to provide timely service.

**Note 3:** Applicants are requested to keep a copy of the PCC form and the documents sent with the application as police may ask for a copy of these documents during the police verification in India.

**Note 4:** While filling online application form for PCC, it will ask for file number in Passport. Please find the file number mentioned on the back page of your Passport.

**Note 5:** After completing the online application, applicants must take a printout of the application, sign the application and submit the applications personally or send it by courier along with all mandatory documents to the Embassy of India, Santiago by registered courier (with tracking facility) at the address mentioned above.

**Note 6:** Please do not send your original passport for PCC services. Self-Attested copy of bio-pages of current Passport is sufficient.

**Note 7:** The Police Verification will be conducted at the Indian address printed on your latest Indian Passport. In case, the address is changed from the present printed on passport then provide the proof of new address of applicant e.g. Water/Electric/Telephone/Gas connection bill/ Valid Ration card/ Aadhar Card/ Election Commission photo ID/ Bank statement with photograph/Parent's passport copy. The new address should be correctly mentioned in your PCC application and the address proof uploaded in the documents section while filling the application.

**Note 8:** Also, if your personal particulars have changed since the issue of latest passport, please apply for re-issue of passport for incorporating those changes in passport and then apply for PCC.

**Note 9:** The Local Police Station should be correctly mentioned while filling the PCC Application. Embassy of India, Santiago, will not be responsible to re-direct the PCC to the correct police station.