



OFFICE OF THE DDEPUTY COMMISSIONER OF POLICE: SPECIAL BRANCH,
DELHI POLICE BHAWAN, 3-5, ASAF ALI ROAD, NEW DELHI-110002.
Telephone No. 011-23236040, Email ID: dppcc.sb@delhipolice.gov.in

FREQUENTLY ASKED QUESTIONS (FAQs)

FOR POLICE CLEARANCE CERTIFICATE (PCC)

Sl. No.	Questions and Answers
1.	Question:-Why this application has been developed? Answer:- This application has been developed by the Delhi Police to issue Police Clearance Certificate (PCC) online quickly and transparently. Delhi Police has consistently been adopting new methodologies and technologies to enhance its service delivery capacity. Our endeavour has been to identify areas wherever we can help in reducing public inconvenience. The main purpose of this web application is to provide Police Clearance Certificate (PCC) online without the need to go to a Police Station. Now, the Delhi Police shall undertake the following police verification services for the Indian Nationals who are/were residing at address(s) belonging to Delhi only:- <u>The Police Clearance Certificates (PCCs) are of two types:-</u> (a) PCC – Address and Antecedent’s verification – This PCC will be issued after conducting proper field/physical verification for both individuals and Firms/Agencies for the following categories of requests/applications: (i) PCC for Emigration purpose. (ii) PCC request by Non-Resident Indian (NRI) applying for his/ her period of residency on Delhi. (iii) Any Applicant requesting a proof of his/her stay at the given address(s) belonging to any category as mention below:

(b) PCC – Antecedent’s Verification only – This PCC will be issued for all categories in which antecedent’s verification is requested. This PCC will not require a visit to the address of the applicant and will entail a record check as per the available databases viz. SCRB, CCTNS, ICJS and Register No. IX, Part-III of the concerned Police Station.

Categories for which Police Clearance Certificates (PCCs) will be issued:-

The above types of Police Clearance Certificate will generally be issued for the following categories:-

- (i) Job purposes- either on the application of the individual or reference received from the employer.
- (ii) Various categories of license (excluding those covered under Arms Act) who apply to Licensing Unit of Delhi Police.
- (iii) Journalists seeking accreditation from PIB and DIP, GNCT, Delhi.
- (iv) Employees of Private Contractors/ agencies who have been engaged by Government, Semi-Government, PSU, Defence Forces, Airport Authority, Delhi Metro Rail Corporation etc.\
- (v) Agents/ companies engaged for post office and any other services to the Government, Semi-Government or PSU (e.g. Gold evaluators engaged by any bank, etc.).
- (vi) Security agencies and/ or their directors or their employees applying for licenses under PSARA (Private Security Agency Regulation Act).
- (vii) Registration of Commercial Vehicles.
- (viii) Adoption of Child.
- (ix) Miscellaneous category.

Issue of Police Clearance Certificates (PCCs) to a Company/ Firm/ Agency only:-

- (i) Applications for police verification of the company/ firm/ agency shall be received in online mode on the PCC Portal through the official

	Email ID of the concerned Govt. Department/ Authorities only, who requires online PCC from the company/ firm/ agency, who engaged/ appointed by the Govt. Departments/ Authorities. (ii) A physical enquiry/ field verification of the company/ firm/ agency shall be conducted to check the existence of the company/ firm/ agency on the given address of Delhi alongwith the documentary proofs. The following documents can be considered for the same:- (a) Registration Certificate/Firm Logo of the company/ firm/ agency. (b) Address Proof, ID proof of all the Director(s)/ Owners(s)/ Partner(s) etc. and Bank Passbook with account statement. (c) Utility Bills such as Water Bill, Electricity Bill, Gas Bill and landline & mobile post-paid Bill issued in the name of the Firm/Agency or any of the Director(s)/Owner(s)/Partner(s). (iii) The criminal records/antecedents of the Director(s)/ Owner(s)/ Partner(s) shall be checked from the record of SCRB, CCTNS, ICJS and Register No. IX, Part-III maintained by concerned Police Station of the area or other records as applicable; (iv) The local enquiry shall be conducted with at least 02 independent persons of the locality regarding the existence of the Firm/Agency at the given address; (v) If the department/applicant is unable to upload any supporting document(s) online due to some technical issues, the supporting documents shall be collected/ obtained from the applicant during the field visit/ enquiry/ verification. (vi) An applicant who is not present on the given address or who is unable to produce necessary documents should be given reasonable opportunities of being heard and to present his/her documents.
2.	Question:- What is the procedure for applying for PCC? Answer:- First you have read carefully <u>FAQs</u> and <u>Step-by-Step procedure</u> has also given below of the FAQs. If you found yourself eligible & fulfil all the criteria of PCC then you register yourself and go for login to fill the application 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/ Net banking/ UPI. Once your payment is done successfully, your application will be submitted and a unique number of PCC is generated which is mentioned on the certificate and should be used for further references.																			
3.	Question:- What are the DO's and Don'ts for an applicant who applied online Police Clearance Certificates (PCCs)? Answer:- The DOs 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:- <table><tr><td></td><td>DOs</td><td></td><td>DON'Ts</td></tr><tr><td>✓</td><td>Only Indian National residing in Delhi at the present address with valid I.D. Proof (Individual or through Organization) may apply PCC online at the Delhi Police website https://delhipolice.gov.in for the above purposes only as mentioned clearly at Point No.1 above.</td><td>✗</td><td>Please don't conceal any facts during filling the online application form.</td></tr><tr><td>✓</td><td>Before Registration/login for PCC, applicant should read FAQs and Step-by-Step procedure given in PCC portal carefully.</td><td>✗</td><td>Do not apply for other purposes except for the above purposes only as clearly mentioned at Point No.1 above.</td></tr><tr><td>✓</td><td>Applicant/User should fill-up 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/she himself/herself would be responsible and PCC is liable to be rejected.</td><td>✗</td><td>Afghanis/ Nepalese /Foreigners should not apply through online PCC. They may apply to the office of FRRO, R.K. Puram, New Delhi where they are registered.</td></tr></table>					DOs		DON'Ts	✓	Only Indian National residing in Delhi at the present address with valid I.D. Proof (Individual or through Organization) may apply PCC online at the Delhi Police website https://delhipolice.gov.in for the above purposes only as mentioned clearly at Point No.1 above.	✗	Please don't conceal any facts during filling the online application form.	✓	Before Registration/login for PCC, applicant should read FAQs and Step-by-Step procedure given in PCC portal carefully.	✗	Do not apply for other purposes except for the above purposes only as clearly mentioned at Point No.1 above.	✓	Applicant/User should fill-up 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/she himself/herself would be responsible and PCC is liable to be rejected.	✗	Afghanis/ Nepalese /Foreigners should not apply through online PCC. They may apply to the office of FRRO, R.K. Puram, New Delhi where they are registered.
	DOs		DON'Ts																	
✓	Only Indian National residing in Delhi at the present address with valid I.D. Proof (Individual or through Organization) may apply PCC online at the Delhi Police website https://delhipolice.gov.in for the above purposes only as mentioned clearly at Point No.1 above.	✗	Please don't conceal any facts during filling the online application form.																	
✓	Before Registration/login for PCC, applicant should read FAQs and Step-by-Step procedure given in PCC portal carefully.	✗	Do not apply for other purposes except for the above purposes only as clearly mentioned at Point No.1 above.																	
✓	Applicant/User should fill-up 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/she himself/herself would be responsible and PCC is liable to be rejected.	✗	Afghanis/ Nepalese /Foreigners should not apply through online PCC. They may apply to the office of FRRO, R.K. Puram, New Delhi where they are registered.																	

✓	Applicant/user should upload proper size of photograph, Valid I.D. Proof of address(s) of Delhi (for past/present residing period at the given address) and letter of PCC demanding/ requiring agency and complete in all respects.	✗	Pak Nationals obtain their PCC from Pak Section of Special Branch of Delhi Police, Delhi Police Bhawan, Asaf Ali Road, New Delhi.
✓	Applicant should keep the copy of PCC details so generated immediately after completing the payment option for further correspondence.	✗	Applicant should not upload other state I.D. proof in support of his/her I.D. Proof.
✓	Applicant should keep in mind his User I.D. and Password of PCC.	✗	Applicant should not leave any column of PCC form blank as all column of PCC form are mandatory.
✓	Payment will be made through online by Debit/Credit Card/ Net Banking/ UPI. Once PCC No. is generated, the fee cannot be refunded.	✗	Do not apply for Tenant & Domestic Servant Verification. They may apply to the concerned District DCsP office of Delhi Police where they are residing at Delhi address.
✓	Please do cooperate the Enquiry Officer (E.O.) and provide him required original & genuine documents, at the time of field enquiry/verification.	✗	Don't conceal involvement in criminal case in Delhi or outside Delhi.
✓	Please use Google Chrome and Mozilla Fire-Fox.	✗	Don't pay the money to the Enquiry Officer (E.O.).
✓	Applicant can check his/her status of application by using his/her user account and also download or takeout the print of issued PCC.	✗	Don't use incorrect E-mail ID or Phone Number.
✓	Applicant and Firms/Agencies	✗	Don't attach Mobile

	are required PCC after conducting proper field/ physical verification, the applicant/ firm/ agency shall arrange 02 independent witnesses of the same vicinity for his/her credential/ identification.		phone scanned photo/ documents as it is not supported by the system.
		×	Don't upload the blurred documents as well of applicant's photo/selfie.
4.	Question:- What is the fee structure for the PCC? Answer:- For Debit/Credit Card/Net Banking/UPI payment mode for PCC Charges applicable for Individual Rs.350/- (plus bank charges applicable) and Organization Rs.1000/- + (plus bank charges applicable).		
5.	Question:- What happens after I submit my information? Answer:- After submission of your information in the PCC application form. A field enquiry/ verification will be conduct and PCC will be sent on the registered Email ID on the stipulated period and an electronically signed " <u>POLICE CLEARANCE CERTIFICATE</u> " will be sent on the registered applicant's Email address after checking of Police record and verifying of the details at the time of field enquiry/verification.		
6.	Question:- What is the significance of PCC Number? Answer:- The "POLICE CLEARANCE CERTIFICATE" bears a unique PCC Number of the year (PCC Number) about the information applied. This PCC Number can be used for future download and retrieval of a copy of the report.		
7.	Question:- What type of applicants can apply for PCC? Answer:- An individual applying for a Private Job including PCC application pertains to pre-joining formalities of a Government job (including contractual basis etc.) to show his/her employer or a person emigrating from India to another country to comply with Embassy requirements for Visa or an organization for employee recruitment and any of person applying for obtaining PCC for the purposes as clearly mentioned at Point No.1 above can apply for PCC.		
8.	Question:- What are the mandatory fields in the form? Answer:- All (*) the fields are mandatory in the form.		
9.	Question 10:- Whether "POLICE CLEARANCE CERTIFICATE" can be applied from outside the area of Delhi?		

	Answer:- POLICE CLEARANCE CERTIFICATE can be applied from anywhere, however the applicant must be resident of Delhi (presently or past), who is having valid Delhi ID Proof anyone from the following:- (i) Aadhaar Card, (ii) Voter ID Card, (iii) Driving License, (iv) Passport, (v) Rent Agreement issued by Notary Public, (vi) Bank Passbook and (vii) Utility Bills i.e. Water Bill, Electricity Bill, Gas Bill and MTNL Phone Bill issued in the name of the applicant etc. (viii) A certificate issued by a Gazetted Officer/MP/MLA duly certifying the staying period of the applicant in the certificate with photograph of the applicant duly attested by the issuing authority.
10.	Question:- I am living in the area of East Delhi and now residing in the area of elsewhere Delhi or residing other state/abroad. Can I get my PCC of both the addresses? Answer:- Yes, one PCC will be issued to you of both the given addresses of Delhi only. You may now fill your present/previous addresses of Delhi only (who are not presently residing in Delhi) at the "Applicant's address" column in the web application (i.e. you may write both the addresses of Delhi only as per your staying period in decreasing form).
11.	Question:- Can I check the details of all PCC issued to me or I applied for? Answer:- Yes, all PCC will be saved in your account and you can view the details any time with one year download facility from the date of apply.
12.	Question:- I have filled up wrong details in the PCC application form and PCC Number has also been generation to me. Can I make any change/correction in the application from? Answer:- No, once Payment has successfully done and PCC Number 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 paying the prescribed fee charges of PCC. If you want to change any information/details in the PCC, you may re-apply online application with correct details to obtain your PCC and pay the prescribed fee charges of PCC.
13.	Question:- Can I apply for more than one PCC? 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.
14.	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? Answer:- No, you may arrange your valid I.D. proof of Delhi address as clearly mentioned at Point No.9 above, then you are eligible for applying PCC through online.
15.	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? Answer:- You can apply through online for PCC and attach/upload I.D. proof of your husband of the present address of Delhi alongwith copy of anyone document as mentioned at Point No.9 above as I.D. proof or copy of application applied to the concerned department for transfer of I.D. proof which may also be shown to the Enquiry Officer (E.O.) at the time of field enquiry/verification.
16.	Question:- How can I get the PCC for back stay period in Delhi? Answer:- The applicant, who requires PCC for Back Stay period at Delhi address, can apply online on our website and upload the ID proof/ documentations of his/her previous/back stay period in Delhi on the application form.
17.	Question:- I am residing in Delhi NCR, Can I get my PCC on line from Delhi Police Website? Answer:- No
18.	Question:- I have not received my PCC on my Email and how can I download PCC. How an organization/firm/company and Embassy can check/received/download/ authentication/ status of the issued PCC? Answer:- If you have not received your PCC on your registered Email ID, you can download your PCC from Delhi Police website https://www.delhipolice.gov.in where you have registered/login yourself at the time of filling up the PCC application form with one year download facility from the date of apply the online application. OR A separate option “PCC Confirmation/Authentication/Status” online for individual/ firm/ company/ embassy has been given in the PCC Login Portal to check the confirmation/ authentication/status of the PCC by filling the required details of PCC in relevant columns at their end with

	one year download facility from the date of apply the online application.
19.	Question:- I have forgot my Password; how can I check the status of my PCC? 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.
20.	Question:- What is the time period for issue of PCC for Emigration purpose and for Private Job/Employment and other purposes? Answer:- All PCCs required for the purposes as mentioned at Point No.1 above will be issued within 21 days of receipt of application.
21.	Question:- What is the validity of the issued PCC? Answer:- There is no date of validity is fixed for issued PCC. It depends on the requiring agencies, as and when the requiring agencies is required the online PCC, the applicant may apply afresh, as the issued PCC contained the information/criminal history of an individual of his/her past period not for his/her upcoming period.
22.	Question:- I am resident of Delhi, having valid ID proof of Delhi address, but presently residing in abroad. How can I get my PCC? Answer:- You can apply for PCC online on the official website of the Delhi Police https://delhipolice.gov.in and obtain your PCC.
23.	Question:- I have paid my fee/charges through my Debit/Credit Card/Net Banking/UPI but PCC Number not generated to me. What can I do? Answer:- Either you may login in your user account and check your payment status or contact at our Helpline No.011-23236040 and take a confirmation about generating of PCC Number to you. If the PCC Number has not been generated to you online. Generally, the 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/refunded, you may contact your bank and ask them to send your charge back case to our Banker i.e. Axis Bank Ltd. After proper enquiry the Axis Bank will refund the fee charge to the concerned bank's account.
24.	Question:- I have paid my fee/charges and my PCC status is pending/issued/rejected. Fee will be refunded to me?

	Answer:- No, there is no provision to refund the fee charges once paid for PCC through online, if PCC No. is generated/process of PCC completed/PCC status is pending/ issued/ rejected to an applicant/individual, the fee charges of PCC cannot be refunded.
25.	Question:- I am in receipt of PCC with seal/stamp of the competent authority with Q.R. Code. Whether it is applicable or there is no need of manual stamp or signature on the issued PCC? Answer:- Yes. The issued PCC generated online and hence there is no need to affix any seal/stamp or signature of the competent authority on the issued PCC manually. If any requiring agency/ embassy wants authenticity/ confirmation of the issued PCC they can check directly by clicking on a separate option “PCC Confirmation/Status” given in the PCC Portal by filling the required details of PCC in relevant columns at their end with one year download facility from the date of apply the online application. Besides, they may check/compare the information/ documents submitted/ uploaded by the applicant to the authority/ embassy concerned. If any discrepancies is found necessary action as deemed fit may be taken against the applicant at their own end.
26.	Question:- Whether the issued PCC can be utilized for any legal purpose or claim for Nationality, Ownership of any Property/Premises etc.? Answer:- The issued PCC is not valid for any legal purpose and claim for Nationality, Ownership of any Property/Premises etc.
27.	Question:- Is the presence of the applicant mandatory during field verification? Answer:- Yes, the applicant must be present at the given address. If the applicant is unable to be present at the given address for a valid reasons i.e. abroad, outstation, other state, house under repair/construction, address changed and residing at his/her previous/new address, verification may proceed by using documentations and neighbour’s enquiry with approval of ACP/Zone/SB.
28.	Question:- How is the authenticity of the PCC verified? Answer:- The authenticity of PCC can be checked through the PCC web portal either by using Q.R. Code facility or by using the details printed on the PCC certificate.
29.	Question:- What if criminal involvement is found? Answer:- If criminal involvement is detected, PCC will be issued in the

	“criminal involvement” format and the relevant case details and present status of the criminal case as per available record/data of CRO will be printed in the certificate.
30.	Question:- What if the applicant has multiple Delhi addresses? Answer:- Record checks will be conducted for all Delhi addresses as given/mentioned in documents or provided in the application.
31.	Question:- Can PCC be issued at commercial addresses? Answer:- Ordinarily No, however, it may be issued if the person is genuinely residing at the commercial address i.e. in Staff/Servant Quarter/Guard Room with valid ID proof of the given address.
32.	Question:- Will PCC be rejected if the house is under repair or reconstruction? Answer:- No, if the applicant has valid documentations for that address, PCC will not be rejected.
33.	Question:- Are hostel, barrack or institutional residents eligible for PCC? Answer:- Yes, PCC can be issued after verifying allotment/authority letters from the competent authority.
34.	Question:- Where can applicants raise queries or complaints? Answer:- Applicants may contact on PCC Helpline No.011-23236040 or through official Email ID of PCC: dppcc.sb@delhipolice.gov.in provided on the official Portal of PCC.
