

FREQUENTLY ASKED QUESTIONS (FAQs)

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 wherever we can help in reducing public inconvenience. The main purpose of this web application is to provide Police Clearance Certificate (PCC) online. Therefore, Delhi Police has decided to enable web based application of PCC without the need to go to a Police Station on three counts i.e. (i) Employment (Private Job) including PCC application pertains to pre-joining formalities of a Government job (including contractual basis etc.), (ii) Emigration purpose and (iii) <u>Applicants (Owners only) seeking renewal/afresh license who intend to run/running the (a) Eating House, (b) Lodging Houses, (c) Swimming Pools, (d) Cinematograph, (e) Auditorium and (f) Fire Crackers [except for issue & renewal of Arms License & Explosive License] from Licensing Unit of Delhi Police shall also apply in the existing portal of PCC.</u> The individual can apply online at the Delhi Police website www.delhipolice.gov.in in the PCC Portal given in the Citizen Services 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 <u>FAQs</u> and <u>Step-by-Step procedure</u> has also given below of the FAQs. If you found yourself eligible & fulfill 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/ Netbanking/ 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.</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> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">DOs</th> <th style="text-align: center;">DON'Ts</th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top;"> <p>✓ 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 www.delhipolice.gov.in for three counts i.e. for Employment (Private Job including PCC application pertains to pre-joining formalities of a Government job</p> </td> <td style="vertical-align: top;"> <p>✗ Please don't conceal any facts during filling the form.</p> <p>✗ Do not apply for other purposes except for Employment (Private Job), Emigration purpose and Licensing Unit of Delhi Police only as clearly mentioned at Point No. 1 (except Arms License & explosive License).</p> </td> </tr> </tbody> </table>		DOs	DON'Ts	<p>✓ 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 www.delhipolice.gov.in for three counts i.e. for Employment (Private Job including PCC application pertains to pre-joining formalities of a Government job</p>	<p>✗ Please don't conceal any facts during filling the form.</p> <p>✗ Do not apply for other purposes except for Employment (Private Job), Emigration purpose and Licensing Unit of Delhi Police only as clearly mentioned at Point No. 1 (except Arms License & explosive License).</p>
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(Including contractual basis etc.), for Emigration (Visa) purpose and for Licensing Unit of Delhi Police **as mentioned clearly in Point No. 1 (except Arms License & explosive License) only.**

- ✓ Before Registration/login for PCC, applicant should read FAQs and Step-by-Step procedure given in PCC portal carefully.
- ✓ 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.
- ✓ Applicant/user should upload proper size of photograph, Valid I.D. Proof of present addresses of Delhi and letter of PCC demanding/ requiring agency and complete in all respects.
- ✓ 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/ Net banking/ UPI. Once PCC No. is generated, the fee cannot be refunded.
- ✓ Please do cooperate the Enquiry Officer (E.O.) and provide him required original & genuine documents, at the time of field enquiry.

- ✗ Afghanis/Foreigners should not apply through online PCC. They may apply to the office of FRRO, R.K. Puram, New Delhi where they are registered.
- ✗ Pak Nationals obtain their PCC from Pak Section of Special Branch of Delhi Police, Delhi Police Bhawan, Asaf Ali Road, New Delhi.
- ✗ 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.
- ✗ Do not apply for purchase of commercial vehicle, Transfer of vehicles, commercial address/Firm/Organization/Shop/for self-purpose or other purpose etc. They may apply for PCC manually to the concerned district DCsP office of Delhi Police where they are residing at Delhi address.
- ✗ Don't conceal involvement in criminal case in Delhi or outside Delhi.
- ✗ Don't pay the money to the Enquiry Officer (E.O.).
- ✗ Don't use incorrect E-mail ID or phone number.
- ✗ Don't attach mobile 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.

	<ul style="list-style-type: none"> ✓ 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. ✓ The applicant shall arrange 02 independent witnesses of the same vicinity for his credential/identification. 	
4.	<p>Question:- What is the fee structure for the PCC?</p> <p>Answer:- <u>For Debit/Credit Card/Netbanking/UPI payment mode for PCC Charges applicable for Individual Rs.350/- (plus bank charges applicable) and Organization Rs. 1000/- + (plus bank charges applicable).</u></p>	
5.	<p>Question:- What happens after I submit my information?</p> <p>Answer:- After submission of your information in the PCC application form. A field enquiry will be conduct and PCC will be sent on the registered Email ID on the stipulated period and an electronically singed “POLICE CLEARANCE CERTIFICATE” will be sent on the registered applicant Email address after checking of Police record and verifying of details at the time of field enquiry/verification.</p>	
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 Number) 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 including PCC application pertains to pre-joining formalities of a Government job (including contractual basis etc.) 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 and any of person applying for obtaining License from Licensing Unit of Delhi Police as mentioned clearly in point No. 1 (except Arms License & explosive License) can apply for PCC.</p>	
8.	<p>Question:- I have not received an Email confirmation even though I have submitted my report?</p> <p>Answer:- (i) You may have accidently provided a wrong Email address or your Email in box is full?</p> <p>(ii) You may also visit to the SPECIAL BRANCH, Reception Counter at 3-5, Delhi Police Bhawan, Asaf Ali Road, New Delhi-110002 on any working day between 10 AM to 5 PM or</p>	

	<p>contact through Helpline Telephone No.011-23236040 or send Email to dppcc.sb@delhipolice.gov.in 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) Aadhaar Card, (2) Voter ID Card, (3) Driving License, (4) Passport, (5) Registered Rent Agreement, (6) Bank Passbook and (7) Utility Bills i.e. Water Bill, Electricity Bill, Gas Bill and Phone Bill issued in the name of the applicant etc. (8) 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.</p> <p><u>(Rent Agreement issued by Notary Public shall not be considered a valid proof of residence.)</u></p>
11.	<p>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?</p> <p>Answer:- Yes, one PCC will be issued to you of both the given addresses of Delhi. You may now fill your present/previous addresses (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 as per your staying period in decreasing form).</p>
12.	<p>Question:- How can I get the payment receipt?</p> <p>Answer:- Payment receipt with applicant Name & PCC No. will be sent to your given Email ID else you can take a print after payment done successfully.</p>
13.	<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 with one year download facility from the date of apply.</p>
14.	<p>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 form?</p> <p>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 payment of fee.</p>

15.	<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>
16.	<p>Question:- How can I apply again PCC with same login ID?</p> <p>Answer:- Yes, you can login again with your existing PCC ID and go to Add applicant option given under your photograph as shown in the previous PCC application form and fill all the details for obtaining PCC.</p>
17.	<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 more than 06 months old of Delhi then you are eligible for applying PCC through online.</p>
18.	<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 the concerned department for transfer of I.D. proof which may also been shown to the Enquiry Officer (E.O.) at the time of field enquiry/verification.</p>
19.	<p>Question:- How can I get the PCC for back stay period in Delhi?</p> <p>Answer:- The applicant who requires PCC for Back Stay period can apply online on our website.</p>
20.	<p>Question:- I am residing in Delhi NCR, Can I get my PCC on line from Delhi Police Website?</p> <p>Answer:- No, you may obtain your PCC from the local Police office of your area where you are residing.</p>
21.	<p>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?</p> <p>Answer:- If you have not received your PCC on your Email ID you can download your PCC from Delhi Police website 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.</p> <p style="text-align: center;"><u>OR</u></p> <p>A separate option <u>“PCC Confirmation/Authentication/Status”</u> 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.</p>

22.	<p>Question:- I have forgot 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>
23.	<p>Question:- What is the time period for issue of PCC for Emigration purpose and for Private Job/Employment?</p> <p>Answer:- Within 07 working days for Emigration purpose and within 21 days for Employment [Private Job including PCC application pertains to pre-joining formalities of a Government job (including contractual basis etc.)] purposes.</p>
24.	<p>Question:- How can I get the PCC for other Purposes except Employment (Private Job), Emigration purposes and Licensing Unit of Delhi Police?</p> <p>Answer:- You can apply manually in the office of the concerned District DCP Office where you are residing at Delhi address to obtain the PCC for other purpose. However, in case the PCC application pertains to pre-joining formalities of a Government job (including contractual basis etc.) may be applied in the online PCC portal.</p>
25.	<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 the PCC, the applicant may apply afresh, as the issued PCC contained the information/criminal history of an individual of his past period not for his upcoming period.</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 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.</p>
27.	<p>Question:- I have paid my fee/charges through my Debit/Credit Card/Netbanking/UPI 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 Helpline No.011-23236040 and takes 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, you may contact your bank and ask 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 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 manually.</p> <p>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. 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 also be taken against the applicant at their own end.</p>
30.	<p>Question:- Whether the issued PCC can be utilized for any legal purpose or claim for Nationality, Ownership of any Property/Premises etc.?</p> <p>Answer:- The issued PCC is not valid for any legal purpose and claim for Nationality, Ownership of any Property/Premises etc.</p>

NOTE:- Misuse of PCC/false/wrong information/suppression of facts may attract withdrawal/cancellation of Police Clearance Certificate without any notice.

**STEP BY STEP PROCEDURE FOR POLICE CLEARANCE CERTIFICATE
[FOREEMPLOYMENT (PRIVATE JOB), EMIGRATION PURPOSE
AND LICENSING UNIT OF DELHI POLICE (EXCEPT ARMS & EXPLOSIVE LICENSE) CASES]**

Open – www.delhipolice.gov.in

Click - Citizen Services

Click- Police Clearance Certificate (PCC)

A webpage - POLICE CLEARANCE CERTIFICATE (PCC) will open.

Click-Register. Fill-Email ID

Press- Send me validation code.

A PCC Validation code will be received on above filled registered Email ID.

Enter-Validation Code & Press-Submit.

A Webpage-‘New user Register here’ will open.

Select-Individual OR Organization.

Set & Fill-password/confirm Password. (f.g. xyz@2345)

Enter-Mobile Number & Code shown above.

Press-Sign up.

A Login page will open.

After Login- ‘APPLICATION FORM FOR PCC BY AN INDIAN’ will open.

Fill- Applicant Details

Select-PCC type- Emigration or Employment or Licensing Unit of Delhi Police and fill all the details

Attach- JPEG Format of Photo(under 20 KB),

Address Proof

Select-type of address proof.

Attach-JPEG Format of ‘Letter of Agency requiring PCC (under 200 KB)’

Attach-Rent agreement, if tenant (under 200 KB).

Press- reviews and saves the application.

Before Final Submit you may logout and again login for checking the submission of photo and relevant uploaded documents in the system.

Thereafter apply payment option- pays the requisite fee

A Print out will be generated with PCC Number

Take print out and keep it for future reference.

STEP BY STEP PROCEDURE FOR POLICE CLEARANCE CERTIFICATE(FOR SCHOOLS ONLY)

Open - www.delhipolice.gov.in

Click- Citizen Services

Click- Police Clearance Certificate (PCC)

A webpage-POLICE CLEARANCE CERTIFICATE (PCC) will open.

Click "FOR SCHOOLS ONLY Click here"

A new webpage-POLICE CLEARANCE CERTIFICATE (PCC) will open. "FOR SCHOOLS ONLY"

Click-Register. Fill-Email ID Press- Send me validation code.

A PCC Validation code will be received on above filled registered Email ID.

Enter-Validation Code & Press-Submit.

A Webpage-‘New user Register here’ will open.

Select-individual.

Set & Fill-password/confirm Password. (f.g. xyz@2345)

Enter-Mobile Number & Code shown above.

Press-Sign up.

A Login page will open.

After Login-“APPLICATION FORM FOR PCC BY AN INDIAN’ will open.

Fill- Applicant Details

Select-PCC type-Special Verification for Schools Attach- JPEG Format of Photo (under 20 KB),

Address Proof

Select-type of address proof.

Attach-JPEG Format of ‘Letter of Agency requiring PCC (under 200 KB)’

Attach-Rent agreement, if tenant (under 200 KB).

Press- reviews and saves the application.

Before Final Submit you may logout and again login for checking the submission of photo and

relevant uploaded documents in the system.

A Print out will be generated with PCC No.

Take print out and keep it for future reference.
