

Frequently Asked Questions (FAQs) - eOCI Card

1. What is an e-OCI Card?

The e-OCI Card is an electronic version of the Overseas Citizen of India (OCI) Card issued by the Ministry of Home Affairs. It contains the particulars of the OCI cardholder available in the OCI records and can be downloaded through the ociservices.gov.in portal.

2. Does the e-OCI Card replace the physical OCI Card?

No. The e-OCI Card is a digital representation of the OCI Card. It is intended to facilitate convenient access to OCI cardholder details in electronic form, and it does not alter the validity or status of the existing OCI Card holders.

3. Is there any fee for downloading the e-OCI Card?

No. The facility for downloading the e-OCI Card is provided free of cost.

4. How can the e-OCI Card be downloaded?

Applicants only need to log in to the OCI Portal using the email address linked to their OCI record and submit a request to generate the e-OCI Card. No additional information is required to download the e-OCI Card.

5. Can the e-OCI Card be downloaded multiple times?

Yes, each e-OCI Card can be downloaded a maximum of **five times per day**. Once the daily download limit has been reached, applicants may download the e-OCI Card again on the following day.

6. I have renewed my passport. Is any action required before downloading the e-OCI Card?

When an update to passport particulars is required under the prevailing OCI guidelines, the applicant shall complete the prescribed update process. The e-OCI Card will reflect the updated particulars after the request has been approved.

7. My personal particulars have changed. How can the e-OCI Card be updated?

Any change in personal particulars, including name, nationality, or passport details, shall be carried out only through the prescribed OCI Miscellaneous Services or such other procedure as notified by the Government of India.

8. What should I do if the portal displays "Record Not Found"?

The applicant should verify that all particulars entered are correct. If the problem continues, the applicant may contact the concerned Indian Mission/Post, Foreigners Regional Registration Office (FRRO), or the designated Helpdesk.

9. I am not receiving the OTP. What should I do?

The applicant should:

- Verify the registered email address or mobile number.
- Check the Spam/Junk folder of the registered email account.
- Attempt the request again after some time.

If the issue persists, the applicant may contact the designated Helpdesk.

10. Is the information contained in the e-OCI Card secure?

Yes. The e-OCI Card is generated through a secure Government system, and appropriate security measures are implemented to safeguard personal information.

11. Can the e-OCI Card be printed?

Yes. The e-OCI Card may be downloaded and printed for personal reference. However, applicants shall comply with all document requirements prescribed by the competent authorities at the time of travel.

12. Does downloading the e-OCI Card change my OCI status?

No. Downloading the e-OCI Card does not confer any additional rights or privileges and does not modify the OCI status already granted under the Citizenship Act, 1955, and the rules made thereunder.

13. What should be done if the registered email address is no longer accessible?

If access to the registered email address is no longer available, the applicant may update the email address through the Email ID Updation facility available under OCI Miscellaneous Services on the OCI Portal.

To update the registered email address:

1. Access the Email ID Updation under OCI Miscellaneous Services on the OCI portal.
2. Submit the request to update the registered email address.
3. Wait for the email update request to be processed and approved
4. Once the request has been approved, the new email address will be linked to the applicant's OCI record.
5. The applicant can then access the OCI Portal using the updated email address and download the e-OCI Card.

14. Can family members, including elderly applicants, use a common email address for their OCI Cards?

Yes. A single user account may be used to manage OCI services for multiple family members, including senior citizens and elderly applicants, making it easier to manage

and access multiple OCI Cards. To enable this, the registered email address associated with each OCI Card must first be updated individually through the Email ID Updation facility available under OCI Miscellaneous Services on the OCI Portal.

The process involves the following steps:

1. Update the registered email address for each OCI Card individually using the Email ID Updation facility.
2. Submit a separate email update request for each family member's OCI Card.
3. Wait until each email update request has been approved and the updated email address has been reflected in the respective OCI records.
4. Once all email updates have been completed, the OCI Cards of all family members can be linked to and managed through a single user account.
5. The common user account can then be used to access, monitor, and download the e-OCI Cards of all linked family members from one place.

Note:

- Each OCI Card requires a separate Email ID Updation request before it can be linked to a common user account.
- A single user account can be used to manage OCI services for multiple linked family members, including senior citizens and elderly applicants.

15. How can existing OCI Card holders download their e-OCI Card?

Existing OCI Card holders can download their e-OCI Card through the OCI Services Portal by logging in with their registered credentials. Once generated, the e-OCI Card can be downloaded and saved for future reference.

The following steps should be followed:

1. Log in to the OCI Services Portal using the registered User ID and Password.
2. Select the e-OCI tab available on the dashboard.
3. The applicant's OCI details will be displayed. Click Generate e-OCI Card to generate the e-OCI Card.
4. Once the e-OCI Card has been generated, download and save it for future reference.
5. The downloaded e-OCI Card may be presented in digital form at Immigration Check Posts and to airlines whenever required.

16. Does a delay in downloading the e-OCI Card indicate that the portal has crashed?

The download of the e-OCI Card may occasionally take longer than expected due to backend processing and system validation requirements. Applicants are advised to wait until the process is completed and not interrupt the download. A delay in generating or

downloading the e-OCI Card does not necessarily indicate that the OCI Portal has crashed or is unavailable.

17. What should be done if no email address was registered with the OCI Card?

Some applicants may find that an email address was not recorded at the time of their original OCI registration. In such cases, the applicant should create a new user account on the OCI Portal using the current email address. After logging in, the email address associated with the OCI record can be updated through the Email ID Updation facility available under OCI Miscellaneous Services.

The following information is required to update the email address:

- OCI Card Number
- Date of Birth
- Passport Number linked to the OCI Card

Once the email update request has been approved, the new email address will be linked to the applicant's OCI record. The applicant can then access OCI services using the updated account and download the e-OCI Card from the OCI Portal.