

CITIZEN'S CHARTER

1. Vision and Mission

To provide efficient, prompt, and transparent consular, visa, and diplomatic services to Indian nationals, residents of Romania and Moldova, and the general public, while promoting India's interests and bilateral cooperation.

2. Our Service Standards (Indicative Timelines)

We strive to provide services within these timelines, provided documentation is complete:

Type of Service	Standard Processing Time
Passport (Fresh/Re-issue)	03-05 Working Days (Excluding Police Verification time of 25-30 days and Postal time)
Visa Services (Standard)	02-15 Working Days depending upon type of Visa.
OCI Card (Fresh)/Renewal	03-05 Working Days(Excluding 25 days of Security Clearances)
Attestation of Documents	Same day
Birth Registration	Same day
Renunciation of Citizenship/Surrender Certificate	03-05 Working Days
Emergency Certificate	03-05 working days, Same day for extreme Emergencies.

3. Our Commitment to Citizens

- Promptness: We aim to process all applications within the stipulated time frames.
- Integrity: All services are provided as per the rules of the Government of India.
- Helpfulness: Our staff is trained to assist applicants in a professional and polite manner.
- Digital Efficiency: Utilizing MADAD and CPGRAMS for real-time tracking and redressal.

4. What is Expected from Applicants

- Read all requirements on the official website (www.eoibucharest.gov.in) under Consular Services before applying.
- Ensure the 'Application Form' is accurate and matches supporting documents.
- Pay the correct prescribed fee as per the latest fee schedule at Embassy Counter via bank card .
- Follow security protocols when visiting the Chancery.

5. Grievance Redressal

For any delays or issues with services, citizens may use the following channels:

1. Open House: Every working day 04-05 PM.
2. Online Portals: Use 'MADAD' (for Consular/Labour issues) or 'CPGRAMS' (for general grievances).
3. Email for Status queries : visa.bucharest@mea.gov.in
4. Open House with the Ambassador once in a month (Dates are announced through social media)

6. Contact and Location

Embassy of India, Bucharest

Address: 86, Strada Grigore Alexandrescu, District 1, Bucharest - 010627, Romania

Working Hours: 09:00 - 17:30 (Monday to Friday)

Consular Hours: 9:30 - 12:30 (Submission) | 16:00 - 17:00 (Collection)

Website: www.eoibucharest.gov.in

Emergency Mobile (For Indian Citizens): +40-721-964-167