

Frequently Asked Questions (FAQs)

Miscellaneous Consular Services – Consulate General of India (CGI), Auckland

1. Who should apply through CGI Auckland?

Applicants residing in **Northland (Region 1), Auckland (Region 2), and Waikato (Region 3)** must apply for consular services through the **Consulate General of India, Auckland**.

2. I previously used another Indian Mission. Can I use the same login?

No. You must first **register with CGI Auckland using new credentials**. After registration, the same credentials can be used for future applications.

3. Which Mission should I select while applying online?

Select:

- **Country:** New Zealand
- **Mission:** Auckland
- Your application should display "**Consulate General of India, Auckland**" at the top.

4. Where do I apply for Miscellaneous Consular Services?

Apply online through the Consular Services Portal:

<https://indianconsularservices.mea.gov.in/>

5. What is the general application process?

1. Register/Login on the portal.
2. Complete the online application.
3. Upload required documents.
4. Wait for online scrutiny.
5. Receive an email from CGI Auckland.
6. Submit original documents by courier or visit the Consulate if required.

6. What if a required document is not listed in the upload section?

Combine the document with another upload and ensure all required documents are submitted.

7. How do I know when my application has been approved for submission?

After online scrutiny, CGI Auckland will send an email with further instructions.

8. Can I submit my application in person?

Yes. Applications can be submitted:

- By courier/post, or
- In person at CGI Auckland (as advised in the scrutiny email).

9. What is the fee for a Police Clearance Certificate (PCC)?

The fee is **NZD 45**.

10. What documents are required for a PCC?

Generally:

- Miscellaneous Services application form
- Passport copy
- Visa copy (if applicable)
- Photograph
- Address proof
- Entry/Exit records
- Additional supporting documents where applicable

11. What is the fee for a Certificate of Birth?

The fee is **NZD 45**.

12. Can foreign Passport holder apply for Certificate of Birth on the basis of OCI?

No. This service is for Indian Passport Holder only.

13. Can NOC be issued for transportation of mortal remains of OCI holder?

Yes.

14. Can foreign passport holders obtain PCCs from CGI Auckland?

Yes, provided they can establish their period of stay in India and submit the required documentation.

15. How do I apply for confirmation of Indian Driving Licence particulars?

Submit:

- Miscellaneous Services form
- Attested copy of Indian Driving Licence
- Passport copy
- Visa copy

- Address proof
- Photograph
- Fee of NZD 45

16. Can CGI Auckland issue a new International Driving Permit (IDP)?

No. Applicants must apply online through:

<https://parivahan.gov.in>

The permit is issued directly by the concerned authority in India.

17. Is a Life Certificate free of charge?

Yes, **Life Certificates for pension purposes are issued free of charge.**

18. What document is mandatory for a Life Certificate?

A copy of the **Pension Payment Order (PPO)** is mandatory.

19. Can Power of Attorney documents be submitted by courier?

Yes, but they must first be:

1. Notarised by a Notary Public.
2. Apostilled/Authenticated by the New Zealand Department of Internal Affairs (DIA).

20. Does CGI Auckland attest digitally signed documents?

No. CGI Auckland **cannot attest digitally signed documents.**

21. Can OCI card holders apply for an NRI Certificate?

Yes, under specific circumstances, particularly for admission under the **NRI quota** in Indian educational institutions.

22. What is the fee for an NRI Certificate?

The fee is **NZD 45.**

23. How long does processing usually take?

Most Miscellaneous Consular Services are processed within:

5–8 working days

Referral and verification cases may take longer.

24. When should I make a status enquiry?

Wait at least **8 working days** after delivery of a complete application before making a status enquiry.

25. How do I track my application?

Track:

- Your incoming courier delivery.
- Your return courier tracking number.

Keep all courier tracking details for reference.

26. Are fees refundable?

No. Fees are **non-refundable** even if:

- The application is withdrawn, or
- The service cannot be provided.

27. What payment methods are accepted by CGI Auckland?

Applicants may pay:

- at the Consulate during appointment
- Online bank transfer to the Consulate account

Cheque, money order, and credit card payments are generally not accepted.

28. What happens if my application is incomplete?

Incomplete applications will not be processed and may be returned for completion.

29. What are the counter timings?

Consular applications are accepted on working days from:

9:30 AM to 12:30 PM

28. How are emergency cases handled?

Emergency requests must be supported by documentary evidence demonstrating urgent circumstances.

30. What should I include when contacting CGI Auckland regarding an application?

Include:

- Full name
- Passport number
- Type of service applied for
- Courier tracking number
- Delivery/submission date