

Embassy of India

Berlin

- I. **Vision:** The Embassy of India in Berlin continuously aspires to advance and safeguard the interests of the Republic of India and its citizens in the Federal Republic of Germany, while elevating our more than 2-decade old strategic partnership to new heights. Our vision is guided by the principle of "Vasudev Kutumbakam" (One Earth, One Family), a principle that is also reflected in our G-20 motto: One Earth, One Family, One Future.

- II. **Mission:** India and Germany enjoy a friendly relationship and have been strategic partners since 2000. In addition to an Embassy in Berlin, we also closely coordinate with our Consulates in Frankfurt, Munich and Hamburg to implement the strategic vision in close coordination with the Ministry of External Affairs, Government of India. Our Mission serves as a bridge between the two nations, facilitating economic ties, fostering cultural exchanges, providing consular services, and ensuring the welfare and safety of its citizens.

- III. **Key Objectives of the Embassy of India in Berlin:**
 1. To enhance and strengthen strategic and political cooperation between India and Germany.
 2. To provide a comprehensive range of consular and visa services to the Indian diaspora and German citizens.
 3. To promote trade and economic cooperation between the two nations with a specific focus on supporting Mittelstand companies to invest and expand their manufacturing capabilities in India.
 4. To foster cultural and educational exchange programs through our Cultural Centre as well as the Science and Technology Wing.
 5. To ensure the safety and well-being of Indian citizens in Germany.
 6. To engage in public diplomacy efforts aimed at cultivating a positive image of India in Germany across the board.
 7. **To diligently monitor and analyse political, economic, and social developments in Germany and understand their ramifications on India as well as on bilateral ties.**

IV Citizen's Charter: Embassy of India, Berlin

The Citizen's Charter of the Embassy of India, Berlin aims to provide information and guidelines regarding the services offered by the embassy. It outlines our commitment to serving not only Indian citizens but also foreign nationals and fostering friendly relations between India and Germany. This charter sets out our service standards, responsibilities, and measures to enhance transparency, efficiency, and accountability.

It also aims to provide prompt, efficient, and courteous services to Indian citizens in Berlin, ensuring their welfare, safety, and support.

A list of services offered by the Embassy along with information on fees/charges, procedure and indicative timeline is tabled below:

(A) Consular Services

Sr. No.	Service rendered	Information on fees/charges and procedure	Indicative timeline
1.	Passport related services	Information on passport related services, checklist, jurisdiction, FAQ, Fees and Bank details, forms, grievance redressal for passport services are available at Home – Consular Services – Passport Services	Two weeks (If Police verification not required) In other cases, 6-7 weeks subject to document verification and fee receipt
2.	Attestation, Consular and Misc. Services (Police Clearance Certificate, Birth Certificate, No Nationality Certificate, Name change Certificate, NRI Certificate, Transfer of Mortal remains to India etc.	Information on Consular Services, Attestation, payment details, FAQ are available at Home – Consular Services – Attestation, Consular and Misc. Services	Within 3 working days, subject to complete documentation and fee receipt PCC – No time limit subject to arrival of Police clearance
3.	OCI related services	Information on OCI, procedure, checklist, jurisdiction, FAQ, Fees and Bank details are available at Home – Consular Services – OCI Information	Minimum 8-10 weeks from the date of submission Subject to arrival of MHA clearance, fee receipt
4.	Renunciation of Indian Citizenship / Surrender Certificate	Info on renunciation of Indian Citizenship, payment details and FAQ are available at Home – Consular Services – Renunciation of Indian Citizenship / Surrender Certificate	Minimum 10-12 weeks subject to getting clearance from MHA
5.	Assistance from ICWF	Info available at Home- Consular Services – Indian Community Welfare Fund	Depending on the case

6.	Visa Services (For foreign Nationals only)	Info on visa services, jurisdiction, Guidelines for applying visa services, visa types, visa fees and	Within 15 working days, subject to
		payment details for visa, e-visa and refund of visa fees are available at Home – Consular Services – Visa Services	complete application and verification
7.	Registration of Indian nationals, OCI & PIO card holders	Registration can be made at Home – Registration of Indian Nationals, OCI & PIO Card holders	Online
8.	For Emergency Consular Assistance	Shri N. Sivakumar, Attache (Cons) Tel: +49 30 25795 820, Fax: +49 30 25795 620 Email: cons.berlin@mea.gov.in In case of emergency: +49 151 72120983	Immediate response during working hours, 24/7 helpline for emergencies
9.	Grievance redressal	Through Weekly Open House (In person) and through MADAD online portal	

(B) Economic & Commerce related services

Sr. No.	Service rendered	Information on fees/charges and procedure	Indicative timeline
1.	Attestation of Commercial documents	Information on attestation of Trade / commercial documents, procedure, fee, bank details are available at Home – Embassy Wings – Economic & Commercial Wing – Attestation of documents	Within 3 working days, subject to complete documentation

2.	Trade dispute	Please write email to Commercial Representative at com.berlin@mea.gov.in ; com5.berlin@mea.gov.in . Trade Dispute advisory available at Home – Embassy Wings – Economic & Commercial Wing – Trade Dispute Advisory	Depending on the case
3.	Trade related info, queries, verification of	Please write email to Commercial Representative at	Minimum 5 working days
	German company	com.berlin@mea.gov.in ; com5.berlin@mea.gov.in . FAQ available at Home – Embassy Wings – Economic & Commercial Wing – Trade Dispute Advisory – FAQ for traders	depending on nature of info sought

(C) Educational Services

Sr. No.	Service rendered	Information on fees/charges and procedure	Indicative timeline
1.	Registration of Indian Students/ Researchers in Germany	Please visit www.indianstudentsgermany.org	Online
2.	Queries related to Education in Germany	Please write to science.berlin@mea.gov.in . Information is available at www.indianstudentsgermany.org	Minimum 5 working days depending on nature of info

(D) Culture

Sr. No.	Service rendered	Procedure	Indicative timeline
1.	Hindi/ Sanskrit classes; Admission & Scholarship for learning Hindi, Sanskrit, yoga in India; Performing Indian Classical Music & dance etc	Please write to Director (TTC) at cul.berlin@mea.gov.in	Minimum 5 working days depending on nature of info sought

Feedback and Suggestions: We welcome your feedback and suggestions to improve our services. You can provide feedback:

- In person at the embassy

- Through email or letter

Accessibility: The embassy is committed to providing accessible services to persons with disabilities. Necessary facilities and assistance will be provided upon request.

Continuous Improvement: The embassy is dedicated to continually improving its services and welcomes suggestions from citizens. Regular reviews and assessments will be conducted to identify areas for improvement.

Dissemination of Information: The embassy will ensure timely and accurate dissemination of information regarding its services, announcements, and important updates through its website, social media platforms, and other appropriate channels.

Review of the Charter: This Citizen's Charter will be reviewed periodically to incorporate feedback and changes in service requirements, ensuring its relevance and effectiveness.

We, the Embassy of India, Berlin, pledge to uphold this Citizen's Charter and serve our fellow citizens with utmost dedication, professionalism, and courtesy.

V INFORMATION ABOUT THE EMBASSY OF INDIA, BERLIN REQUIRED UNDER SECTION 4(1)(B) OF THE RIGHT TO INFORMATION ACT, 2005

(i)	The particulars of its organization, functions and duties;
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Name and address of the Organisation:

Embassy of India

Address : Tiergartenstrasse 17, 10785, Berlin, Germany

Contact No : + 49 30 25795 0

Fax : +49 30 2655 7000

Working hours : 09.00 hrs to 17.30 hrs, Monday to Friday except Holidays

Consular Service timings (Monday to Friday except Holidays):

Submission of documents : 09.30 hrs to 12.30 hrs

Collection of documents : 16.00 hrs to 1700 hrs

Consular Section Tel No. : +49 30 2579 5820

Consular Section Fax No. : +49 30 2579 5620

Consular Section Email : cons.berlin@mea.gov.in

Emergency Contact No. : +49 151 7212 0983

(Mr. N. Sivakumar, Consular Officer)

Website : <https://www.indianembassyberlin.gov.in>

Facebook : [IndiaInGermany](#)

Twitter : [India in Germany @eoiberlin](#)

Instagram: [indiaingermany](#)

[List of Holidays 2023](#)

Head of the Organisation

Ambassador of India

List of previous Ambassadors

The Embassy is headed by Ambassador of India and has following ten Wings: (i) Political (ii) Economic & Commercial (iii) Science & Technology (iv) Chancery (including Administration) (v) Consular (vi) Community Affairs (vii) Press and Information (viii) Defence Wing (ix) Railway & (x) Culture

Each Wing is headed by a Minister/Counsellor/First Secretary/Second Secretary rank officer.

Functions and duties:

Embassy functions within the purview of business allocated to the Ministry of External Affairs under the Government of India Allocation of Business Rules and Transaction of Business Rules. The functions of the Embassy *inter alia* include political and economic cooperation, trade and investment promotion, scientific & technological cooperation, cultural interaction, press and media liaison, and consular operations including PIOs/NRIs, in bilateral and multilateral contexts.

Organizational Chart

History of Embassy Building

(ii) The powers and duties of its officers and employees;

	<p>General Administrative powers are derived from IFS (PLCA) Rules, as amended from time to time.</p> <p>Financial powers of the Officers of the Embassy of India have been detailed in the Delegated Financial powers of the Government of India Representatives Abroad.</p> <p>Other powers are derived from the Passport Act of India. The Officers of the Embassy function under the guidance and supervision of the Ambassador.</p> <p><u><i>Work Allocation/Name of Nodal officers/functional contacts</i></u></p>
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(iii)	The procedure followed in the decision-making process
	<p>The key decision-making points are Head of Wing, DCM and Ambassador. The final decision-making authority is Ambassador. Decisions are taken as per extant GOI's rules and guidelines, where applicable and under the instruction and supervision of the Ambassador. The Mission follows the procedure as indicated in the Manual of Office Procedure for decision making. The indicative Time limit for taking a decision/ offering a service is available on the respective Wings' webpage and Citizen's charter.</p> <p>Channel of supervision and accountability</p> <p>Channel of supervision and accountability is as follows:</p> <p>ASO – Attaché - Head of Wing - DCM - Ambassador</p>
(iv)	Norms for discharge of functions;

	<p>Norms are set under the instruction and supervision of the Ambassador. Information on Nature of functions/Services offered, Norms/standards for functions/service delivery, its process and time limit are available on the website. Grievances can be registered through GOI's portal Madad or writing an email to the Embassy. Grievances is redressed by the Head of Wing under supervision of DCM and Ambassador.</p> <p><i><u>Mechanism available for Grievance redressal</u></i></p>
(v)	The rules, regulations, instructions, manuals and records, held by it or under its control or used by its employees for discharging its functions;
	<p>IFS PLCA rules and annexures</p> <p>Delegated Financial Powers of Government of India Representatives abroad Rules General Financial Rule 2017</p>
	<p>Passport Act</p> <p>Manuals of Office Procedures</p> <p>Other Central Government Rules and manuals published by Central Government.</p> <p>Transfer Policy and Transfer orders Formulation of Transfer Policy and Decisions on Transfer of officers are taken by the Ministry of External Affairs.</p>
(vi)	A statement of the categories of documents that are held by it or under its control

	<p>Classified documents/files relating to India relations with Germany</p> <p>Unclassified documents/files including joint statements, declarations, agreements and MoUs between India and Germany.</p> <p>Passport and consular services application forms</p> <p>The dealing officer and the concerned Head of Wing are the custodian of their documents.</p>
(vii)	The particulars of any arrangement that exists for consultation with, or representation by, the members of the public in relation to the formulation of its policy or implementation thereof;
	Embassy of India functions within the norms of India foreign policy formulated by the Ministry of External Affairs. Policy is implemented by the Embassy under the guidance and supervision of the Ambassador.
(viii)	A statement of the boards, councils, committees and other bodies consisting of two or more persons constituted as its part or for the purpose of its advice, and as to whether meetings of those boards, councils, committees and other bodies are open to the public, or the
	minutes of such meetings are accessible for public;
	Embassy interacts regularly with representatives of think tanks, academic community and others. Embassy of India, Berlin is not specifically a part of any Boards, Councils and committees etc. under its purview/jurisdiction.
(ix)	A directory of its officers and employees;

	List of Officers is given at Annexure-I
(x)	The monthly remuneration received by each of its officers and employees, including the system of compensation as provided in its regulations;
	A statement of monthly remuneration is at Annexure-II
(xi)	The budget allocated to each of its agency, indicating the particulars of all plans, proposed expenditures and reports on disbursements made;
	The Budget figures for the previous and current financial year are given in the statement at Annexure-III
(xii)	The manner of execution of subsidy programmes, including the amounts allocated and the details of beneficiaries of such programmes;
	Embassy of India does not have any subsidy programme. Mission facilitates the provision of scholarship amount to candidates selected by M/o Social Justice & Empowerment under Scheme of National Overseas Scholarship for SCs etc candidates.
(xiii)	Particulars of recipients of concessions, permits or authorizations granted by it;
	No concessions/permits are granted by Embassy of India

(xiv)	Details in respect of the information, available to or held by it, reduced in an electronic form;
	The Embassy website has the required information. Embassy also makes available to interested individuals various CDs and DVDs containing information on India, its people and culture.
(xv)	The particulars of facilities available to citizens for obtaining information, including the working hours of a library or reading room, if maintained for public use;
	The Embassy is open from 0900 hrs to 1730 hrs from Monday to Friday. The Indian Cultural Centre called the Tagore Centre is located in the Embassy (Contact No:+49 30 2579 5403, 25795405). It has a library named Dr. Zakir Hussain Library which is open from 1500 hrs to 1700 hrs, Monday to Friday (except on gazetted holidays).
(xvi)	The names, designations and other particulars of the Public Information Officers;

	<p>Public Information Officer (PIO):</p> <p>Mr. Sandeep Kumar, Second Secretary Central Public Information Officer under RTI Act Embassy of India, Tiergarten Strasse 17, 10785, Berlin Fax: +49-30-26557000 Email: project1.berlin@mea.gov.in</p> <p>First Appellate Authority (FAA):</p> <p>Ms. Rachita Bhandari, Deputy Chief of Mission Appellate Authority under RTI Act Embassy of India, Tiergarten Strasse 17, 10785, Berlin Email: dcm.berlin@mea.gov.in</p>
	<p><i>List of CPIOs and FAAs</i></p>
(xvii)	Such other information as may be prescribed and thereafter update these publications every year;
	The Embassy website has information which is updated on a regular basis.

VI Details of Parliament questions asked and replies given

Embassy of India, Berlin does not reply Parliament Questions directly. It provides inputs to Parliament questions to the Ministry of External Affairs. Links for Parliament Q&A related to Ministry of External Affairs are given below:

[Parliament Q&A \(Lok Sabha\)](#)

[Parliament Q&A \(Rajya Sabha\)](#)

VII Programmes to advance understanding of RTI (Section 26)

All India-based employees of the Mission are always sensitized about the RTI Act 2005 since its enactment. They are encouraged to participate in online workshop on RTI conducted by the Ministry of External Affairs from time to time and to take part in RTI

training module available on GOI's Karmayogi portal. Information on RTI Act 2005, procedure, eligibility criteria, fee etc are available on Embassy's website.

Details of receipt & Disposal of RTI applications & Appeals

[Year 2021-22](#)

[Year 2022-23](#)

[Year 2023-24](#)

VIII Details of third-party audit- Dates & reports of audit carried out

Date of third-party audit for the year 2021-2022 : 20.10.2022

[Report of third-party audit for the year 2021-2022](#)

IX Details of death cases within the jurisdiction of Embassy of India, Berlin

Please click [here](#)

X. STQC certification for the website

STQC Certification for the website is under process. Phase-I is completed and PhaseII is under process

Please click to see the [Website Security Certificate issued by the empanelled vendors of CERT-IN](#)

XI. Details of High-level visits to Berlin

[High-level visits to Berlin Year 2022](#)

XII. Information related to procurements

[Year 2021 and 2022](#)