

**Embassy of India
Lisbon**

Advisory regarding Consular Services

13.01.2021

With reference to our earlier advisory dated 22.12.2020. It has been found that few agents have allegedly blocked more than 400 appointment and charging anywhere between 50-200 Euros per appointment causing huge distress to the common people. The Embassy has taken serious note of this issue. These miscreants have been identified and such appointments have been cancelled and being reported to the authorities for appropriate action.

2. Applicants who have purchased such appointment from these scrupulous agents will not be provided any consular services at the Embassy. Applicants are advised to login to Sampark (<https://www.eoilisbon.gov.in/sampark/login.php>) and check whether their appointments has been cancelled.

3. In order to prevent misuse of the online appointment facility, strict verification of the details of photo, passport number, email and name will be done before allowing to enter the Embassy with valid appointment. **Applicants coming with mismatched details will not be allowed.**

4. The agents who have been identified will be suitably penalized and blacklisted from availing consular services in the future. If you are aware of any such miscreants trying to offer an appointment for money please send an email to hoc.lisbon@mea.gov.in so that strict legal action can be taken against them by the Embassy.

5. It has also come to our notice that some miscreants are impersonating as Embassy officials and making fraud calls offering consular services on payment as facilitation fee. It is reiterated that Embassy does not call up people to ask for money, etc, and hence such calls be ignored and reported promptly.

6. Applicants who wish to **book an appointment may login to Sampark at 6 30pm (12 am India time)** (<https://www.eoilisbon.gov.in/sampark/login.php>) as the appointment slots gets opened everyday at this time, as per IST.

7. Please be assured that the Embassy continues to monitor the situation and make suitable changes to the consular system for ease of access, transparent and faster delivery of services. It is reiterated that the **consular services appointment to the Embassy are free** and the applicants are advised to not pay any money to get these appointments.

8. For various services and queries you may please write to the following emails
Consular service PCC/Passport- cons.lisbon@mea.gov.in and conspassport.lisbon@mea.gov.in
Visa Services – visa.lisbon@mea.gov.in
OCI services – oci.lisbon@mea.gov.in

For Consular queries please call = +351-920466584 (**Between 2 30pm – 5pm**)
For more details please visit **www.eoilisbon.gov.in**