



11.09.2020

Consular Advisory

In view of the stabilized situation of COVID-19 pandemic in Portugal, the Embassy of India in Lisbon has decided to **close the Send By Post service and re-open appointments for physical delivery and attendance at the Embassy, superseding previous advisories in this regard.**

2. However, keeping in mind all the safety and health precautions which have been announced by the Portuguese Government, it has been decided to restrict the public dealing between 10:00 am to 12:30 pm.

3. Applicants are advised to apply for appointments by registering through Sampark and bring a copy of the appointment with the application form and necessary documents. Incomplete forms, lack of proper documents, applications without photos attached causes undue delays and rejection of the application. No applicant without a prior appointment will be given services.

4. Since it is not advisable to gather in crowds inside or outside the Embassy, it is advised that time schedules of allotted slots be strictly adhered to. Missed time slots will have to be re-scheduled to a later date. Please note that attendance at the counter will be restricted to maximum 5 persons at one time. Please stand in a queue, maintaining proper social distance and follow the instructions given by the Embassy staff. Collection of documents/ completed processes, including for taking back the submitted Passports which are needed for SEF appointments, will be done on Monday and Thursday from 10.00 am to 12.00 pm, ONLY if it is showing as ready for collection in Sampark. Applicant is requested to bring a copy of ready status with him/her for the collection.

5. Applicants can check their Consular service status on the Embassy website (www.eoilisbon.gov.in) with the Appointment No (APT) and the earlier applications sent by post through the Send by Post (SBP) Number or Passport Number. If your application has not been processed even after 45 days, you can write to us on conspassport.lisbon@mea.gov.in (for Passports and PCC) and oci.lisbon@mea.gov.in (for visas/OCI queris) and copy them to cons.lisbon@mea.gov.in.

6. The consular queries via email or phone (number provided on the website) of general nature like status updates should be avoided as these are meant only to address other specific queries or emergencies. Please note that the Consular queries will be attended to only from 2:30pm to 5:00pm after the appointments are over as the Embassy also needs time to process your applications. For FAQs and general information, pl attend our website www.eoilisbon.gov.in

7. **Your kind co-operation in maintaining discipline and following systems is solicited as it is important for efficient processing of consular services.**