## Citizen’s Charter
### (Services of the Embassy)
#### Effective from July 22, 2019

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Services</th>
<th>Documents Required</th>
<th>Fees in EUR</th>
<th>Mode of Payment</th>
<th>Service Delivery</th>
<th>Contact Official</th>
<th>Remarks</th>
</tr>
</thead>
</table>
| 1      | Visa                                   | • Duly filled in Visa Application Form  
• One biometric photograph (45 mm x 35 mm)  
• Passport with six month’s validity  
• Self-addressed adequately stamped envelope in case of application to be submitted by the post office | 90          | Cash or transfer to the Embassy Bank Account (personal cheques are not accepted) | Five working days;  
• in case of urgency on the same day of submission of the application only with an appointment;  
• by bank transfer up ten working days | Mr. Bishal Bhattarai /  
Ms Sahara Chaukagain | Multiple entry exits Grotis Visa for children under the age of 10 with validity of 30 days only. |
|        | 15 days - Multiple - Entry             |                                                                                     |             |                                                        |                                                                                | Tel. No. 030 34 35 99 20 | Visa Hour:  
Monday to Friday 9:30 am to 12:30 noon |
|        | 30 days - Multiple - Entry             |                                                                                     |             |                                                        |                                                                                |                                  |                                                                        |
|        | 90 days - Multiple - Entry             |                                                                                     |             |                                                        |                                                                                |                                  |                                                                        |
| 2      | Child Registration Certificate         | • Application by the parent for registration  
• Two biometric photographs (45 mm x 35 mm)  
• Original Nepali Citizenship Certificate of the child’s parents  
• Original Birth Certificate of the child  
• Copies of the marriage certificate and passports of the parents | 50          | Cash or transfer to the Embassy Bank Account (personal cheques are not accepted) | Five working days;  
• in case of urgency on the same day of submission of the application only with an appointment;  
• by bank transfer up ten working days | do                  | Application submission: During the working hours |
| 3      | Nepalese Passport Issuance of new Machine-Readable Passport (MRP) in lieu of current passport above 10 years of age. | • Duly filled in Passport Application Form  
• Four biometric photographs (45 mm x 35 mm)  
• Current Passport  
• Nepalese Citizenship Certificate | 120         | -do-                                                  | At least 6-8 weeks if further inquiry or verification of the document with the authorities concerned in Nepal does not require. | -do- | Application submission: During the working hours |
| 4      | Issuance of new Machine-Readable Passport (MRP) in lieu of lost or stolen or damaged Passport | • Duly filled in Passport Application Form  
• Four biometric photographs (45 mm x 35 mm)  
• Current Passport  
• Original Nepalese Citizenship Certificate  
• Police Report about the loss of the passport  
• Copy of the lost or stolen passport | 240         | -do-                                                  | -do-                                                                       | -do- | -do- |
| 5      | Issuance of separate Machine-Readable Passport (MRP) for Child under 10 years of age | • Duly filled in Passport Application Form  
• Application by the parent specifying the reason(s) for the need of passport  
• Four biometric photographs (45 mm x 35 mm)  
• Original Nepalese Citizenship Certificate of the child’s father  
• Original Birth Certificate of the child  
• Registration certificate issued by the Embassy for the Children of Nepali citizen born in Germany and accredited countries  
• Copies of the marriage certificate and passports of the parents | 60          | -do-                                                  | -do-                                                                       | -do- | -do- |
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</table>
| 6 | Temporary Passport (please note that Temporary Passport is issued only to those who have applied for MRP) | - Application to the Embassy  
- Copies of the Citizenship Certificate and current passport | 17 | -do- | Three working days | -do- | -do- | -do- | -do- | -do- |
| 7 | Travel Document | - Duly filled Passport Application Form  
- Four biometric photographs (45mm x 35 mm)  
- Application addressed to the Embassy specifying the details of not having the passport  
- Copies of the Nepalese Citizenship Certificate or Passport | 35 | -do- | -do- | -do- | -do- | -do- | -do- | -do- |
| 8 | Amendment in the passport | - Application to the Embassy specifying the need of amendment of a passport  
- Supporting documents for the amendment  
- Original passport of the applicant  
Note: As per regulations, amending the surname of a female is applicable, only if she is married to a Nepali citizen | 120 | -do- | -do- | -do- | -do- | -do- | -do- | -do- |
| 9 | Power of Attorney | - Duly prepared two copies of Power of Attorney (PoA) in Nepali papers  
- Application addressed to the Embassy by the PoA giver  
- Original Nepalese Citizenship Certificate of the PoA giver and copies of the Nepalese Citizenship Certificate of the PoA receiver  
- Two passport size photographs of each PoA giver and receiver  
- Signatures of at least two Nepali witnesses on the PoA document  
- Copy of the document of which the ownership is being transferred  
- PoA giver must be physically present in front of the Head of Mission | 180 | -do- | -do- | As PoA is verified by the Ambassador only, appointment for meeting with the Ambassador should be fixed prior to visit the Embassy by the PoA giver. | -do- | -do- | -do- | -do- |
| 10 | Citizenship Renunciation | - Application on the Embassy specifying the reasons to renounce the Nepalese Citizenship  
- Applicant should duly fill in a format as prescribed by the law of Nepal, which will be provided by the embassy  
- Original Nepalese Citizenship Certificate  
- Original Nepalese Passport or the letter from the concerned authority confirming the submission of the passport.  
- Applicant must be physically present in front of the Head of Mission | 50 | -do- | -do- | The certification of renunciation of the citizenship will be issued to the applicant only upon receipt of clearance from the respective District Administration Office in Nepal. A letter will be issued to the applicant after receiving the citizenship and passport of individual | -do- | -do- | -do- | -do- |
| 11 | Issuance of To Whom It May Concern document | - Application to the Embassy specifying the need of such document  
- Supporting documents for certification | 50 | -do- | -do- | Five working days | -do- | -do- | Application submission: During the working hours | -do- | -do- |
<table>
<thead>
<tr>
<th>No.</th>
<th>Description</th>
<th>Time</th>
<th>Fee</th>
<th>Notes</th>
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</thead>
<tbody>
<tr>
<td>12</td>
<td>Attest station of the copy of the documents issued by bank and financial institutions, migration certificate, police certificate, medical report, affidavit, certificate of origin or other similar types of documents</td>
<td>90</td>
<td>-do-</td>
<td>Five working days</td>
</tr>
<tr>
<td>13</td>
<td>Attestation of academic certificates and other documents required for further studies</td>
<td>15</td>
<td>-do-</td>
<td>Three working days</td>
</tr>
<tr>
<td>14</td>
<td>General recommendation letters required for personal use for the migrant workers</td>
<td>10</td>
<td>-do-</td>
<td>Three working days</td>
</tr>
<tr>
<td>15</td>
<td>General Attestation: All other attestation excluding Demand Papers for the Recruitment of the Nepali workers</td>
<td>50</td>
<td>-do-</td>
<td>Three working days</td>
</tr>
<tr>
<td>16</td>
<td>Registration of Non-Resident Nepali (NRN) and issuance of NRN Identity Card accordingly</td>
<td>20</td>
<td>-do-</td>
<td></td>
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<tr>
<td></td>
<td>Registration as NRN</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Issuance of NRN Identity Card for Foreign Resident of Nepali Nationality</td>
<td>50</td>
<td>-do-</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Issuance of NRN Identity Card for Foreign National of Nepali Origin</td>
<td>450</td>
<td>-do-</td>
<td></td>
</tr>
</tbody>
</table>

The Embassy’s bank account details are as follows:

Commerzbank Berlin
IBAN: DE 79 100 400 000 26 60 20 700
SWIFT: COBA DEFF XXX

Note: Money once deposited to the revenue account cannot be returned. Hence, be sure of the validity of all your documents before transferring the money.