



FAQ's – Police Clearance Certificate.

1. How do I register to Goa Police Web site?

Ans: Visit <https://citizen.goapolicy.gov.in/> and click on “New User” to register to Goa Police Web portal.

2. How do I access the site to fill up the online PCC application?

Ans: Applicants should visit to <https://citizen.goapolicy.gov.in> and go to “Citizen Services” section to avail online Services from Goa Police web portal. And click on “Police Clearance Certificate” to fill the Application form.

3. What should I do if I am not able to access the web page?

Ans: The delay in accessing the Page depends upon various factors like your network connections, Internet Speed. In case if it is still not working, you can contact us on our helpline number- 8411972029.

4. Is it mandatory to have an e-mail ID & a Mobile Number while registering to web portal?

Ans: Yes. Every user must have a valid email ID and a valid / active mobile number at the time of registration.

5. What are the different online services offered by Goa Police to citizens?

Ans: The list of services offered online by Goa Police is available at Goa Police web portal under “Citizen Service” section.

6. Can I apply for Police Clearance Certificate online in Goa?

Ans: Yes. A person of Indian origin and staying in Goa for a period of more than 1 year can apply online for PCC from Goa Police Web portal.

7. Can I apply for PCC for Job? And what are the documents required?

Ans: Yes. Following documents are required by the applicant-

- Passport Size Photograph.
- EPIC Card
- Copy of Passport.
- Aadhar Card.
- Birth Certificate.
- Driving License.

8. Can I apply for PCC for Liquor License? And what are the documents required?

Ans: Yes. Following documents are required by the applicant-

- Passport Size Photograph.
- EPIC Card
- Copy of Passport.
- Aadhar Card.
- Birth Certificate.
- Driving License.
- Copy of application for Excise License.

9. Can I apply for PCC for Portuguese Passport? And what are the documents required?

Ans: Yes. Following documents are required by the applicant-

- Passport Size Photograph.
- EPIC Card
- Copy of Passport.
- Aadhar Card.
- Birth Certificate.
- Driving License.
- Surrender copy of Indian Passport.



10. **Can I apply for PCC for any other purpose? And what are the documents required?**
Ans: For more details, applicant may contact concern Police Station to know the list of documents required for any other purpose.
11. **What are the fees to be paid while applying for PCC?**
Ans: Rs. 200/- (Excluding applicable bank charges).
12. **What is the transaction time limit to make online payment for PCC application?**
Ans: Five minutes. For successful payment transaction, payment to be made within 5 minutes once you clicked on “Proceed” button.
13. **Can I apply and get PCC if I am staying in Goa for a period of 1 month?**
Ans: No. Your PCC application will be rejected if stay period is less than one year in Goa.
14. **I am not able to enter middle name in “Person Details” section. How to provide middle name details while applying for PCC?**
Ans: You can enter middle name next to first name in “firstname” column itself using space between firstname and middlename.
15. **In which format the scanned files to be uploaded while filling up the online application form?**
Ans: The images of the photograph or identification should be uploaded in the .jpg, .jpeg, .bmp, .gif, .png, format only.
16. **What should be the file size of the scanned photograph and documents?**
Ans: Allowed file size is 500 kb per document.
17. **My application fees are deducted from my bank account while submitting PCC application but I am not able to see my application in “My Service Status” section. What should I do?**
Ans: Sometimes we may not receive the application fees though it is deducted from applicant’s bank account which may be refunded later to the applicant. You may contact us on our helpline number 8411972029 in case payment is not refunded by your bank account after 2-3 days.
18. **When and how I will get my PCC after successfully submitting online application?**
Ans: PCC can be issued only after receipt of a ‘Clear’ Police Verification from concern Police Station. This process takes 5 working days. You will receive your PCC in “My Service Status” section. Select **petition ID** and then click on “Certificate” link to download/print your PCC.
19. **I have made a typing mistake and also submitted invalid documents wrongly while filling up online application form, what should I do?**
Ans: Please note, only the valid application form will be accepted. Goa Police will not entertain any further request for any kind of change/correction to entry in application form and will lead to cancellation/rejection of the application form and no payment will be refunded to the applicant for providing invalid information. You may re-apply for a fresh application with valid details.
Please Note- Furnishing false documents will invite criminal action.
20. **I have successfully submitted the online application, should I send the print outs of the application to the Goa Police by post or by visiting concern Police Station?**
Ans: Once the application has been submitted successfully, you can check the status of your application on Goa Police website.
21. **What are the terms and conditions for applying PCC?**
Ans: Terms & conditions for applying PCC are available at [Goa Police Website](#).



22. My application is rejected for not providing clear photo, what should I do?

Ans:- You need to re-apply with clear passport size photograph. Photo should be neat and clean with white/blue/black background with approximately 70% clear visibility of face.

23. How do I provide suitable photo while submitting my PCC application?

Ans:- Your photo is vital part of your PCC application which should be neat and clean with white/blue/black background with approximately 70% clear visibility of face. We recommend you to use a professional photo service to ensure your photo meets all the requirements. Your photos must be :-

- *In color, with .JPEG / .jpg / .png / .bmp format, equal to or less than 500 kB (kilobytes) in file size, and in a square aspect ratio with 600x600 pixels in dimension.*
- *Taken within the last 6 months to reflect your current appearance.*
- *Taken in full-face view directly facing the camera.*
- *With a neutral facial expression and both eyes open.*
- *Taken in clothing that you normally wear on a daily basis.*
- *Do not wear a hat or head covering that obscures the hair or hairline, unless worn daily for a religious purpose. Your full face must be visible, and the head covering must not cast any shadows on your face.*
- *Headphones, wireless hands-free devices, or similar items are not acceptable in your photo.*
- *Eyeglasses are no longer in photos, except in rare circumstances when eyeglasses cannot be removed for medical reasons-*
- *If the eyeglasses are accepted for medical reasons:-*
 - i. *The frames of the eyeglasses must not cover the eye(s).*
 - ii. *There must not be glare on eyeglasses that obscures the eye(s).*
 - iii. *There must not be shadows or refraction from the eyeglasses that obscures the eye(s).*

24. Can a foreign nationalist apply for PCC in Goa? If yes then what are the documents required?

Ans: Yes, If his stay period is more than 12 months in Goa and do not have any criminal record, he can apply for PCC. To get the list of documents one can contact concern police station.

25. I am an Indian national but presently staying & working in foreign country, can I get the PCC if I apply for it?

Ans: Your family members or friends or relative have to obtain NOC from Gazetted Officer stating that the PCC applicant is known to him and having no criminal record and was staying in Goa for a period of more than one year.

26. What details should I retain after successful submission of my application form?

Ans: It is strongly advised to note down the “reference number” which may be required by Goa Police in case of any discrepancy.

27. I have submitted my PCC application online, when and how I will receive acknowledgement for the same?

Ans: You will immediately receive the acknowledgement once your application is accepted by concern Police Station. Login to <https://citizen.goapolice.gov.in> website, select “My Service Status”. And you can view/download acknowledgement for PCC application.

28. My acknowledgment form is not generated since 2 days I have submitted my application, what should I do and how to contact to Goa Police?

Ans: Please check whether you have furnished all mandatory details along with required documents and paid requisite application fees successfully. In case acknowledgment is still not generated you may contact concern Police Station over phone, alternatively you may contact us on our helpline number - 8411972029.



29. **How do I check the status of my PCC application which is already submitted online on Goa Police Website?**

Ans: Login to <https://citizen.goapolice.gov.in> website, select “**My Service Status**”, enter your PCC application reference number in “**Application ID/Number**” column and click on “**Search**”. You can view the status of your application **OR** in case you do not remember the reference number, Select “**Application Type**” as “**Police Clearance Certificate**”, then select status as “**Submitted**” and click on “**Search**”. Check your application status. If status is “**Petition Closed**” then you can view and Download your PCC Certificate or PCC Report from Certificates/Documents column.

30. **Is there any detailed instruction to guide an applicant for submitting online PCC application?**

Ans: Yes, applicant may go through the detailed instructions available at “**Procedure to Apply**” section from Goa Police Website.

