

S.No	Query	Response from the Mission
Q 1	Please provide the number of the services (Passport, Visa, Attestation, OCI) that were rendered by the SP in each of the centres for the past six years	The available month wise data for the Passport, Visa, Attestation for the years 2017-2023 (till July) is given at Annexure A, B, C respectively. The data pertaining to the OCI for the years 2017 to 2022 is at Annexure D.
Q 2	What is the expected launch timeline for e-passports services? Is it right to assume 15% of diaspora to be covered every year or 100% diaspora can also be considered during the contractual term.	There is currently no specific time line for implementation of e-Passports that has been prescribed by the Ministry.
Q 3	Can you give details of the number of the Counters that are prescribed for each of the centres.	The minimum number of counters at each centre has been given vide table at page 22 in Chapter VII.
Q 4	Will there be Consular officer at each of the location for attestation services? If not where to send the documents for attestation.	Consular officer would be available for attestation services only at two centres given vide table at page 22 in Chapter VII. It is not proposed to receive attestation documents at other centres.
Q 5	How many of the centres from the 17 nos mentioned would work as satellite centres for attestation.	There are no Satellite centres planned for attestation services.
Q 6	Is there any time line for the complete implementation of visa waiver or e- visa?	There is currently no specific time line for implementation of complete visa waiver or e visa.
Q 7	What is the jurisdiction for the centres that are proposed in the RFP?	As far the submission of applications is concerned, the applicants in the UAE can submit in any of the centres across the country. However, as far as the supervision is concerned, Mission at Abu Dhabi would have the jurisdiction of all the centres falling under the Emirate of Abu Dhabi, all other centres falling under other Emirates would come under the jurisdiction of CGI Dubai.
Q 8	Can Service Provider (SP) offer services beyond the prescribed working hours of the centres?	Services can be provided beyond the prescribed working hours, however, no extra charges can be levied for such services. There is also a provision of Door-to-door services under optional services. Refer Part II B under Annexure C of the RFP
Q 9	Kindly provide details of percentage of applicants opting for Premium lounge and general application centre service currently.	Details of applications (Passport and Visa) submitted at the Premium Lounge is given at Annexure A & B.
Q 10	Please differentiate in the sq. Ft or number of counters to be used for passport service and attestation service in each centre.	Servicer provider can decide on using different space for passport and attestation, if required, according to the volume that the centre would be handling. There is a minimum no of counters that has been prescribed in the RFP to be adhered to.

Q 11	What are the timings for the Call centre service?	Please refer to Point (xi) of Chapter VII regarding the working hours of the call centre.
Q 12	Is the time limit prescribed (20 min) same for processing all kinds of applications including power of attorney, court related document and will?	The prescribed time limit for processing the applications under every service is envisaged to be 20 minutes.
Q 13	Courier charges are mentioned as AED 20 whereas Courier to India is AED 60 (cost of sending). What should be the minimum?	Courier charges is mentioned under Optional services which is AED 30 (maximum). Courier to India is not an optional service as per the RFP.
Q 14	Cost of Arabic legal translation is AED 35 and any other language to English is AED 60. What should be the minimum?	Translation charges are mentioned under part II B of Annexure C of optional services, which is the maximum amount that can be charged regardless of the language.
Q 15	How much space is required to be provided to the Indian Consular officer for attestation purpose at the designated centres?	100 sq.Ft of dedicated office space should be provided for the Consular officer who is designated for the attestation purpose at the designated ICAC.
Q 16	Is there a minimum staff strength requirement for each of the ICAC proposed in the RFP?	RFP does not prescribe any minimum number of staff for each ICAC. But the SP should note that RFP has mentioned the minimum number of counters that should be operational at each centre. Each counter should be managed by a staff. In addition, ICACs should have adequate staff to handle back-end process, OS services, IT requirement, cleaning team, security guards, receptionist, Supervisor and Manager, etc. as per the requirements.
Q 17	Are the current centres undertaking ten fingers & facial biometrics? If required for biometrics, will Mission be providing the software integration, or SP is required to design & implement the software?	Currently, only ten finger biometrics are taken at designated centres. No facial biometrics are captured. Please refer to Annex-B: Specification for Biometric Enrolment of the RFP for the software integration and implementation.
Q 18	To support the background verification of ICAC's key personnel's, will an affidavit on behalf of the employer suffice the purpose or a police clearance certificate will also be required?	As per Annex D, Point III (5), the bidding company should submit a certificate that key personnel proposed for ICAC have not been convicted of any criminal offence or on charges of bribery, corruption, or fraud.
Q 19	Does SP need to have the facility of Premium Lounge in all the proposed cities, with separate locations altogether or premium lounge can be opened in the same location as well?	Please refer Page no.42 under Optional Services, section viii (d) of RFP. Premium Lounge services, if desired by the SP should be located in a separate dedicated location with the approval from the Mission/Post.

Q 20	Pertaining to bank charges, which have been instructed to be collected by SP from applicants on actual basis, please suggest if bank charges are to be included as part of SP's service fee or should be a separate component on the payment receipt?	Please refer Page no. 27, under Acceptance of fee Point (ii)- The SP shall collect bank/agency charges for such transactions from the applicants on an actual basis and reflect this as a separate component on the payment receipt. The bank charges are not part of the SP's Service Fee.
Q 21	Please suggest if the ISO Certifications including ISO 9001-2008 (QMS-Quality Management System) & ISO-27001-2013 (ISMS-Information Security Management System) are mandatory to be submitted along with the technical bid or can be submitted subsequently at the time of starting of outsourcing operations along with the ISO 23026-2015 (Website Quality Certification)?	Please refer Page no. 32, under Section Quality Control & Assurance -The SP shall have ISO-9001-2008 certification for quality management; ISO-27001-2013 certification for IT related services (to be submitted along with the tender documents) and ISO-23026-2015 for website quality certification (to be submitted within three months from the date of awarding of the Contract or before the starting of outsourcing operations whichever is earlier).
Q 22	Kindly clarify the scope of services to be provided at the counter at the Mission/Post.	The SP shall operate counters (Nos will be prescribed) at the Mission/Post to handle the same services provided at the ICAC except Attestation and OSs during the working hours of the Mission/Post. These counter executives may also serve as the customer care executive to guide the applicants with issues in coordination with the Mission/Post
Q 23	Please provide the exact amount of Bank Guarantee (BG) for Government Funds (after taking into consideration the calculation mechanism provided under Chapter X Pt. (1) (i) @Pg 46).	Please refer Chapter X (i) relating to BG. Based on figures for 2017-19, BG to be paid by the successful applicant will be AED 15,20,600/-
Q 24	Please provide the exact amount of Performance Bank Guarantee (PBG) to be given as it is not listed in the tender document (after taking into consideration the calculation mechanism provided under Chapter X, Pt. (1) (ii) @ Pg 46).	PBG would be approximately around AED 4,48,000/- based on the existing service fee. However, the exact amount will only be decided on the basis of final L1 price.
Q 25	Please provide the exact amount of BG for premature termination (after taking into consideration the calculation mechanism provided under Chapter X Pt. (1) (iii) @Pg 46).	BG for premature termination would be approximately around AED 28,19,700/- based on the existing service fee. However, the exact amount will only be decided on the basis of final L1 price.

Q 26	Kindly clarify this requirement as the Chat bot / WhatsApp bot contradicts the requirements defined in Chapter VII, Pt. (B) (xi) @Pg 25. "SP shall maintain a chatbot in the website and a dedicated WhatsApp bot."	Chapter VII Point 29 D shall be read as prescribed in the provision-Chapter VII, Point (B) (xi) @ Pg 25 "SP shall maintain a chatbot in the website and a dedicated WhatsApp bot."
Q 27	Kindly confirm under which section of Annex C should the total anticipated cost for Premium Lounge Facility and the Door-to-Door services be provided.	Section B & C of anticipated cost of Annex C shall be provided centre-wise. For the optional services -Premium Lounge Facility and the Door-to-Door services, a total anticipated cost involved, wherever necessary shall be provided as per section B & C of Annex C in the RFP.
Q 28	Kindly also confirm that total anticipated cost for Premium Lounge Facility and the Door-to-Door services will not be part of the total cost provided in Section B and Section C of Annex C which is used to arrive at the Basic Service Fee.	The Anticipated cost for setting up of Premium Lounge and Door to Door services are not part of basic service fee. The charges that would be collected for Premium Lounge (if established by SP later with the permission of the Mission) and Door to Door services would form part of optional services and in turn would be a basis for arriving L1 price.
Q 29	In India, generally we prepare balance sheets on financial year basis starting from 1st April and ending up to 31st March to show the financial data of the each of the year. Either we can provide certificate from CA, certifying the same for the calendar years or audited data for the financial years. Please clarify, if this will be considered.	Mission would accept balance sheet on the basis of prevalent accounting system of the country where the Company is registered.
Q 30	Please confirm the conversion rate of USD To INR applicable for getting the equivalent value of Turnover and Net Worth, for the respective financial/ calendar years, e.g., 2017, 2018, 2019, 2020.	The Conversion rate for the years is: 1\$ = Rs. 66.15 (2017), 1\$ = Rs. 65.80 (2018), 1\$ = Rs.69.25 (2019), 1\$ = Rs. 74.85 (2020), 1\$ = Rs. 73.25 (2021), 1\$ = Rs. 76.83 (2022), 1\$ = Rs. 83.40 (2023). This is based on the official exchange rate prescribed by the Government of India for the month of April in each financial year.
Q 31	Whether single service fee is to be quoted for all services.	Yes, there is a single service fee for all the services that would be offered by the SP. Please refer Chapter XV B (ii) e.
Q 32	Procedure of handling of left over applications by the current service provider to the new appointed service provider has not been mentioned in the	There would be no transfer of applications between the existing and the new SP. The existing SP will complete the services for all the applications received by it.

	RFP, which is a crucial part for taking of the charge, please clarify.	
Q 33	Whether Services of the Subcontractor can be availed for certain category of ancillary services. Please clarify and share the details.	Sub-contracting is not allowed as per RFP.
Q 34	Can the Mission give the approximate % of applications which are received by the current SPs through courier?	There are no Courier based application received by the current SP. It may also be noted that the RFP does not propose to have a courier mode of submission of the applications.
Q 35	There is an undertaking regarding insurance for services and obligations in the RFP. For this purpose, the insurance should cover the properties of ICACs and services rendered by the SP and the obligations including legal obligations arising out of them and should survive expiry or termination of contract in regard to legal issues. Shall the Self-certification by the bidding company be sufficient for full-filing the above clause?	Self-Certification would be sufficient. However, the concerned SP shall be obliged to provide additional documentation to the Embassy to substantiate its claims.
Q 36	Bidding company must provide certification that its operations are compliant with local labour laws of the UAE and the relevant tax regime. Shall the Self-certification by the bidding company on their letterheads be sufficient for full filing the above clause?	Self-Certification would be sufficient. However, the concerned SP shall be obliged to provide additional documentation to the Embassy to substantiate its claims.
Q 37	Could you kindly elaborate on the extent on what specific documentation or certification is required to prove that our company and its subsidiaries/partners have not been involved or convicted in any unlawful or illegal activities for the countries other than the company is based in? Are there any specific formats or templates that need to be used and, as specifically stated in RFP, in terms of getting the certification in UAE, which procedures or entities we have to follow upon regarding to acquire such certifications? Is there a central authority or government agency that handles these certifications in the UAE, and even though the company does not have current	Affidavit of the Company is sufficient. However, the concerned SP shall be obliged to provide additional documentation to the Embassy to substantiate its claims.

	presence in UAE, do we have to follow through such procedures? Or an affidavit stating all the required statements would be enough to submit to meet this requirement?	
Q 38	Could you kindly elaborate on the process on receiving a certification from an external auditing agency over the Bank Guarantees? What kind of document is needed and what type of information and statements specifically this document needs be inclusive of?	The bidding Company may engage a reputed/ recognized external auditing agency to certify that the bidding company is financially strong and also stating that the bidding company has resources to submit the BGs at the time of signing the contract.
Q 39	For the companies that do not have any current presence in India or UAE, is it acceptable providing the Bank Guarantees from the countries that the company is currently based in?	E-bank guarantee can be given in such cases.
Q 40	We understand that for setting-up of ICAC, the successful bidder has to provide entirely new infrastructure including ICAC location, Civil infra (including chairs and tables) and IT infrastructure (including desktop, workstations, POS, Token machine) and other facilities. Kindly confirm our understanding.	The bidder has to provide cost in the Annexure C of the RFP on the presumption that they have to setup entirely new centres including ICAC office space, Civil infra (including chairs, tables & furnishings) and IT infrastructure (including desktop, workstations, POS, Token machine) and other necessary facilities. It may also be noted that if the SP is planning to use its own property, they should factor in prevalent market rent. Similarly, if the bidder has existing hard ware, software etc. which they intend to use in the proposed ICAC, they need to factor in the actual cost of setting up of the centre with new furniture, Hardware, software, etc.
Q 41	In the RFP published by the Embassy of India, Abu Dhabi, we have seen only 4 penalties mentioned. There are around 42 penalties mentioned in other RFPs. Please clarify?	Please refer to Chapter XI of RFP point (vi) wherein there are 41 Service Level penalties are mentioned.
Q 42	As per the information available on current service provider website, the ICACs at Sharjah, Dubai, Ajman, Ras AL Khaimah, Fujairah, khorfarkkan, Kalba, Al Ain are located in Indian Associations KMCC& Indian Relief Committee in UAE. Kindly confirm if the bidder can also propose similar locations like Chamber of Commerce or any other Indian society officers to operate ICAC.	ICACs should be located in a well-connected prime Commercial locations with ample parking facilities as mentioned in Table in page 22 in Chapter VII.

Q 43	Mission may share the Bank details for submitting the bank guarantee?	The relevant Bank details will be shared with the companies that have submitted the organizational profile to the Mission.
Q 44	In a joint venture (JV) where the local partner (UAE) has less than 3 years of experience, but its holding company (which is not UAE based) meets the eligibility criteria, can the parent company sponsor the local partner company to qualify as an eligible partner for a JV partnership?	Please refer to the provisions of RFP in Chapter VI: Joint Venture/Consortia, para 1(a) and (b).
Q 45	In a JV, can the EMD be provided by the Local partner since the primary partner does not have local bank account neither in India nor in UAE?	Please refer to Chapter III: Instructions to Bidders, sub-paras (x) and (xi) refer which inter alia state that the bidding company must deposit the EMD on its own; EMD from any third party will not be accepted.
Q46	Whether Bid Security Deposit (EMD) can be taken through e-transfer in Bank Account as it is required to be returned to all unsuccessful bidders at the completion of tender process?	For technical reasons, Bid Security Deposit (EMD) can be furnished through SWIFT (including e-Bank Guarantee); BGs issued by a nationalised bank in India/any of the Commercial Banks or Schedule-A Private Sector banks which are listed on NSE/BSE or any foreign bank scheduled/accredited by the Central Bank of the country concerned are acceptable. Registered micro and small enterprises (MSEs) (defined by Ministry of Micro and Small Enterprises, GoI) are exempt from furnishing Bid Security Deposit (EMD). Any bank charges should be borne by bidder and Mission should follow prescribed accounting procedure.

ANNEXURE - A

Passport Counts

2017	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Abu Dhabi- Al Reem	5639	5323	5886	5436	5886	3855	5242	3948	3681	4428	3937	3952
Ajman-IA	1157	1081	1190	990	1067	642	1002	763	784	897	882	834
Al Ain-IA	744	743	879	747	849	520	816	568	521	676	611	547
Al Khaleej, Mankool Road	7063	6861	7859	7486	8275	5784	7133	5726	5249	6173	5896	6016
AUH - PL- Muroor Rd	184	160	133	174	170	102	131	122	147	189	161	159
Deira	2886	2900	3165	2865	3491	2254	2736	2154	2051	2369	2342	2334
Dubai-PL, Bank Street, Bur Dubai	1459	1392	1632	1534	1691	1089	1180	936	976	1113	1080	1099
Fujairah-IA	328	279	309	301	318	209	325	237	223	242	256	237
Kalba-IA	105	79	77	93	120	64	88	80	62	69	84	76
KFK-IA	111	129	140	136	130	73	134	86	80	118	108	96
KMCC-IA, Deira	1385	1388	1531	1338	1346	872	1331	1052	953	1184	1163	1165
Musaffah Industrial Area M 25	0	0	0	0	0	0	0	0	0	0	0	0
RAK	77	71	80	73	75	62	69	58	69	68	49	61
RAK-IA	723	628	726	703	693	524	686	557	474	529	486	506
Ruwais	0	0	0	0	0	0	0	0	0	0	0	0
Sharjah, King Faizal Street	3408	3433	3901	3681	4079	2910	3011	2119	2210	2732	2671	2783
Sharjah-IA	1077	1037	1118	1028	1096	730	1046	919	887	1043	908	958
UAQ	265	219	336	301	363	244	316	218	198	232	217	256

Passport Counts

2018	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Abu Dhabi- Al Reem	4871	4729	5628	4858	4881	4094	4687	3462	4424	4467	3746	4149
Ajman-IA	994	976	1105	1003	1038	934	1091	799	1026	1103	894	947
Al Ain-IA	684	670	724	681	714	615	742	539	687	678	609	622
Al Khaleej, Mankool Road	7010	6821	7791	6997	7474	6367	7193	5693	7280	7670	6364	6558
AUH - PL- Muroor Rd	184	147	151	125	135	123	134	105	108	142	127	148
Deira	2653	2778	3093	2876	3146	2804	2524	1742	2346	2709	2558	2517
Dubai-PL, Bank Street, Bur Dubai	1186	1201	1500	1288	1516	1310	1098	794	945	1057	971	1149
Fujairah-IA	292	261	301	308	298	283	268	209	251	286	245	287
Kalba-IA	104	66	73	68	104	82	86	49	76	74	74	83
KFK-IA	122	92	121	119	133	110	133	89	97	135	90	125
KMCC-IA, Deira	1388	1274	1475	1328	1334	1176	1344	928	1131	1243	1060	1187
Musaffah Industrial Area M 25	0	0	0	0	0	0	0	0	0	0	0	0
RAK	77	71	80	77	103	71	69	51	72	63	76	75
RAK-IA	630	650	659	679	633	568	672	508	583	681	586	579
Ruwais	0	0	0	19	86	85	53	51	73	40	42	55
Sharjah, King Faizal Street	3136	3053	3567	3085	3547	3214	2863	2068	2706	2960	2517	2525
Sharjah-IA	1151	1195	1391	1166	1268	967	1160	879	1191	1420	1129	1587
UAQ	275	231	315	238	291	232	271	184	232	251	200	227

Passport Counts

2019	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Abu Dhabi- Al Reem	4390	4431	4690	4736	4230	4450	4110	3051	3819	3797	3823	3963
Ajman-IA	1108	1033	1133	1031	1017	1093	1064	788	905	912	863	905
Al Ain-IA	650	635	716	701	684	689	707	500	570	643	619	701
Al Khaleej, Mankool Road	7195	6936	7579	7514	7089	7016	7213	5439	6390	6250	6109	6392
AUH - PL- Muroor Rd	152	124	150	193	159	161	143	80	148	153	190	210
Deira	2774	2806	3208	3198	3111	3083	2892	1813	2228	2385	2318	2484
Dubai-PL, Bank Street, Bur Dubai	1283	1244	1441	1461	1525	1453	1161	831	1277	1235	1397	1424
Fujairah-IA	283	301	330	324	311	287	330	228	272	274	258	288
Kalba-IA	95	92	92	93	83	112	73	70	79	61	54	80
KFK-IA	116	128	148	118	116	114	114	95	91	103	96	107
KMCC-IA, Deira	1318	1255	1440	1348	1211	1341	1377	985	1148	1207	1084	1063
Musaffah Industrial Area M 25	0	0	0	0	0	0	38	11	25	16	25	25
RAK	80	87	104	100	76	91	97	97	104	88	78	90
RAK-IA	698	624	668	612	632	640	575	432	493	596	489	487
Ruwais	63	55	48	51	40	51	22	31	45	38	55	38
Sharjah, King Faizal Street	2540	2974	3726	3399	3551	3302	2716	2060	2472	2420	2502	2625
Sharjah-IA	1888	1229	1364	1456	1177	1344	1561	1115	1463	1499	1442	1532
UAQ	262	284	270	278	277	264	254	197	204	238	178	246

Passport Counts

2020	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Abu Dhabi- Al Reem	4422	4531	3426	745	1468	2527	3285	4743	4231	3854	4118	3850
Ajman-IA	992	942	780	0	222	656	721	683	830	641	720	638
Al Ain-IA	689	663	566	194	292	569	520	783	928	740	742	692
Al Khaleej, Mankool Road	7107	7221	5013	286	2102	5189	5744	5364	5251	5114	4804	4337
AUH - PL- Muroor Rd	313	295	285	109	259	576	1017	1127	740	735	679	532
Deira	2617	2895	2165	0	986	2968	2802	2884	2606	2016	2291	2066
Dubai-PL, Bank Street, Bur Dubai	1712	1918	1425	136	946	2876	4202	5097	4185	3994	4454	3977
Fujairah-IA	293	285	246	0	236	618	560	595	468	407	419	372
Kalba-IA	77	79	53	0	0	0	149	284	170	89	140	110
KFK-IA	131	114	65	0	0	0	152	225	139	111	126	102
KMCC-IA, Deira	979	863	668	0	0	0	0	177	564	385	446	381
Musaffah Industrial Area M 25	24	39	16	0	0	0	0	0	0	0	0	0
RAK	80	116	82	0	187	562	768	598	559	399	336	264
RAK-IA	564	603	475	0	0	0	0	169	569	597	607	568
Ruwais	64	60	0	0	0	0	0	0	0	0	0	0
Sharjah, King Faizal Street	2729	3359	2912	1111	2036	4164	3862	4545	4158	3478	3838	3201
Sharjah-IA	1471	1454	1035	0	92	630	870	891	1010	743	481	834
UAQ	237	268	208	0	67	458	653	567	539	532	541	455

Passport Counts

2021	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Abu Dhabi- Al Reem	4252	3802	4112	3223	3087	3096	2822	3294	3082	3336	3073	2732
Ajman-IA	390	559	750	524	569	690	517	635	581	624	653	585
Al Ain-IA	776	840	844	693	684	850	676	858	759	850	755	726
Al Khaleej, Mankool Road	4983	6008	6654	5302	5592	6926	5737	6470	6068	6178	5700	5242
AUH - PL- Muroor Rd	728	748	650	487	596	663	628	724	809	794	750	712
Deira	2146	2093	2285	1621	1572	2038	1501	1913	1824	1855	1994	1923
Dubai-PL, Bank Street, Bur Dubai	3983	2681	3525	3283	2787	3310	2962	3262	3211	3667	4120	3722
Fujairah-IA	397	458	500	352	374	469	345	395	386	402	359	335
Kalba-IA	100	79	117	123	78	125	125	89	104	164	189	160
KFK-IA	124	110	122	117	111	128	120	138	129	143	134	112
KMCC-IA, Deira	475	499	672	437	454	529	376	434	453	484	548	495
Musaffah Industrial Area M 25	0	965	1261	1015	1131	1412	1046	1377	1375	1384	1289	1251
RAK	280	252	461	312	261	330	288	322	347	394	420	373
RAK-IA	535	566	645	492	511	627	467	529	530	492	535	452
Ruwais	0	0	1	0	1	3	0	1	2	6	3	3
Sharjah, King Faizal Street	3415	3250	3322	3182	3311	3782	3246	3770	3304	3420	3261	2706
Sharjah-IA	888	714	988	793	687	853	546	638	669	769	739	711
UAQ	544	446	520	352	367	499	340	427	394	371	343	295

Passport Counts

2022	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Abu Dhabi- Al Reem	3166	3548	4235	3001	3747	4225	2887	3325	3152	3172	3600	3599
Ajman-IA	578	544	600	492	567	746	576	655	612	584	605	532
Al Ain-IA	700	731	932	694	871	953	697	832	776	696	843	955
Al Khaleej, Mankool Road	7117	8217	8697	6163	7851	8457	6634	7901	7064	6783	6852	7082
AUH - PL- Muroor Rd	800	765	929	972	1055	1043	937	782	799	1079	1082	1060
Deira	1913	1940	2209	1831	2129	2462	1883	2148	2001	1893	1979	1935
Dubai-PL, Bank Street, Bur Dubai	2776	3178	3460	3631	3356	4693	3666	3593	3445	3978	4325	4314
Fujairah-IA	362	327	458	412	464	623	427	566	439	419	477	514
Kalba-IA	164	75	184	172	177	241	152	138	108	95	137	146
KFK-IA	136	226	169	136	197	273	179	141	149	141	142	188
KMCC-IA, Deira	542	542	614	444	549	741	617	711	700	653	662	626
Musaffah Industrial Area M 25	996	1098	1240	1049	1123	1374	1145	1400	1388	1160	1238	1154
RAK	393	409	459	333	410	529	430	401	328	400	442	366
RAK-IA	477	468	574	480	520	610	466	554	489	466	472	428
Ruwais	3	2	3	3	1	4	2	52	51	54	43	47
Sharjah, King Faizal Street	2889	3495	3889	3824	4554	5260	3950	4747	4128	4128	4012	3734
Sharjah-IA	716	554	660	537	749	786	639	697	648	663	736	644
UAQ	341	333	404	395	450	574	433	512	432	459	459	417

Passport Counts

2023	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Abu Dhabi- Al Reem	4067	3631	3953	2964	4234	3485	3463					
Ajman-IA	600	563	590	402	588	470	545					
Al Ain-IA	1070	966	1058	709	992	822	874					
Al Khaleej, Mankool Road	8057	8326	8853	6619	9283	7503	8039					
AUH - PL- Muroor Rd	1412	1462	1689	1344	1861	1386	1321					
Deira	2220	1923	1941	1356	2193	1714	2005					
Dubai-PL, Bank Street, Bur Dubai	5309	5400	5908	4653	6650	5463	5193					
Fujairah-IA	551	474	507	356	591	425	482					
Kalba-IA	226	391	411	303	464	360	335					
KFK-IA	206	343	411	296	412	423	424					
KMCC-IA, Deira	683	642	682	507	702	512	629					
Musaffah Industrial Area M 25	1376	1305	1360	996	1590	1184	1419					
RAK	460	418	443	323	467	404	436					
RAK-IA	483	475	495	340	522	437	474					
Ruwais	58	57	54	64	48	52	33					
Sharjah, King Faizal Street	4290	3885	4591	3625	4808	3927	4113					
Sharjah-IA	707	645	731	513	770	591	648					
UAQ	433	434	479	356	540	419	483					

ANNEXURE – B

Visa Counts

2017	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Abu Dhabi- Al Reem	684	526	820	560	391	746	922	581	314	490	532	510
Ajman-IA	274	270	323	141	132	191	418	166	121	128	127	103
Al Ain-IA	122	129	276	136	162	295	255	143	90	91	115	145
Al Khaleej, Mankool Road	1177	913	1317	827	832	1029	1666	1031	795	911	997	845
AUH - PL- Muroor Rd	167	148	174	127	105	70	132	88	87	139	176	98
Deira	252	250	283	215	216	340	509	299	231	286	307	278
Dubai-PL, Bank Street, Bur Dubai	516	480	465	382	347	283	336	333	348	482	491	288
Fujairah-IA	186	122	354	102	66	132	105	38	66	50	75	58
Kalba-IA	214	189	354	72	70	143	226	99	68	68	56	74
KFK-IA	135	180	312	61	70	172	178	58	43	69	53	80
KMCC-IA, Deira	56	43	23	6	20	29	53	47	8	21	11	24
Musaffah Industrial Area M 25	0	0	0	0	0	0	0	0	0	0	0	0
RAK	45	36	85	27	15	44	66	26	19	26	18	25

RAK-IA	206	113	289	111	173	308	292	69	77	69	86	68
Ruwais	0	0	0	0	0	0	0	0	0	0	0	0
Sharjah, King Faizal Street	320	300	476	282	237	366	562	255	211	252	298	268
Sharjah-IA	112	99	197	122	95	172	356	136	74	94	79	85
UAQ	146	99	172	79	50	147	186	85	22	55	79	48

Sharjah, King Faizal Street	251	171	218	190	163	193	432	172	186	171	151	156
Sharjah-IA	42	49	78	61	20	100	160	78	57	86	116	143
UAQ	52	27	66	36	15	74	124	47	35	48	39	49

Sharjah, King Faizal Street	163	163	196	136	130	188	234	135	165	168	177	190
Sharjah-IA	80	66	88	24	11	36	66	25	36	19	12	12
UAQ	40	34	31	12	23	38	70	32	15	17	11	15

Visa Counts

2022	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Abu Dhabi- Al Reem	38	72	92	69	69	171	185	168	121	67	90	82
Ajman-IA	0	0	1	0	1	0	1	22	17	24	35	25
Al Ain-IA	16	46	27	28	15	56	47	39	37	41	37	23
Al Khaleej, Mankool Road	81	93	138	150	130	170	147	153	170	166	159	133
AUH - PL- Muroor Rd	35	84	185	199	236	234	179	150	140	251	254	145
Deira	13	37	33	31	14	28	13	11	11	29	17	19
Dubai-PL, Bank Street, Bur Dubai	229	429	807	631	596	807	677	832	895	1023	1311	627
Fujairah-IA	6	21	9	13	20	25	24	18	24	15	15	21
Kalba-IA	0	0	0	1	5	14	35	9	13	4	2	4
KFK-IA	0	0	0	1	6	11	3	0	2	3	2	1
KMCC-IA, Deira	0	0	0	0	0	0	0	0	0	0	0	0
Musaffah Industrial Area M 25	0	0	0	0	0	0	0	0	0	0	0	0
RAK	0	0	0	0	0	0	0	0	0	0	0	3
RAK-IA	2	2	14	16	18	40	27	25	22	19	19	11

Visa Counts

2023	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Abu Dhabi- Al Reem	107	85	66	64	53	32	60					
Ajman-IA	16	22	12	14	30	39	39					
Al Ain-IA	23	12	22	10	34	23	44					
Al Khaleej, Mankool Road	133	89	92	83	131	543	105					
AUH - PL- Muroor Rd	161	155	110	126	169	155	182					
Deira	31	18	17	5	9	11	9					
Dubai-PL, Bank Street, Bur Dubai	753	669	614	399	642	566	623					
Fujairah-IA	10	15	7	0	6	16	20					
Kalba-IA	6	4	10	2	9	22	1					
KFK-IA	0	0	2	5	1	0	24					
KMCC-IA, Deira	0	0	0	0	0	0	0					
Musaffah Industrial Area M 25	0	0	0	0	0	0	0					
RAK	0	0	0	0	0	0	0					
RAK-IA	12	17	10	10	12	32	24					
Ruwais	0	0	0	0	0	0	0					

Sharjah, King Faizal Street	100	81	77	94	147	189	176					
Sharjah-IA	0	1	0	0	0	0	0					
UAQ	0	0	1	0	0	0	0					

ANNEXURE - C

TOTAL ATTESTATION (ABU DHABI AND DUBAI)																					
MON TH	2017			2018			2019			2020			2021			2022			2023		
	ABU DHABI	DUBAI	TOTAL	ABU DHABI	DUBAI	TOTAL	ABU DHABI	DUBAI	TOTAL	ABU DHABI	DUBAI	TOTAL	ABU DHABI	DUBAI	TOTAL	ABU DHABI	DUBAI	TOTAL	ABU DHABI	DUBAI	TOTAL
JAN	2952	6506	9458	1698	5086	6784	1571	5319	6890	1539	4917	6456	1936	8123	10059	1723	8656	10379	1862	9691	11553
FEB	2838	6821	9659	1685	5234	6919	1462	5279	6741	1648	5637	7285	2079	8269	10348	2108	9663	11771	1824	8834	10658
MAR	2864	7259	10123	2082	8744	10826	1715	7082	8797	1214	4677	5891	2380	10060	12440	2398	11491	13889	2562	11140	13702
APR	2253	4745	6998	1766	6083	7849	1675	6192	7867	CLOSED	41	41	1960	7402	9362	2242	9738	11980	1822	9224	11046
MAY	2398	6393	8791	1932	6207	8139	1947	6017	7964	337	1217	1554	1323	6398	7721	1615	9248	10863	2337	11395	13732
JUN	2062	5557	7619	2104	6150	8254	1959	6741	8700	898	3295	4193	1693	8290	9983	2116	11243	13359	2396	9576	11972
JUL	2401	5818	8219	1871	6967	8838	1697	6948	8645	1713	5962	7675	1847	8158	10005	1792	8648	10440	2214	9583	11797
AUG	1973	5550	7523	1436	5453	6889	1276	4993	6269	2449	8722	11171	2508	1193	3701	2404	10345	12749			
SEP	1520	5223	6743	1562	6682	8244	1410	6641	8051	2768	12684	15452	2580	1192	3772	2121	9780	11901			
OCT	1947	5652	7599	1678	6464	8142	1447	5843	7290	2248	10054	12302	2229	1205	3434	1851	9085	10936			
NOV	1984	5652	7636	1606	5695	7301	1559	5409	6968	2472	12347	14819	2448	999	3447	2039	9938	11977			
DEC	1701	5640	7341	1513	5899	7412	1660	5794	7454	2387	10216	12603	2152	922	3074	1802	9312	11114			
TOTA	26893	70816	97709	20933	74664	95597	19378	72258	91636	19673	79769	99442	25135	62211	87346	24211	117147	141358	15017	69443	84460

ANNEXURE-D

OCI- NO. OF SERVICES

Year	2017	2018	2019	2020	2021	2022	2023 (Till June 23)
ABU DHABI	241	255	233	252	237	134	76
DUBAI	1113	896	1036	742	630	460	223
TOTAL	1354	1151	1269	994	867	594	299