

**Embassy of India
Vilnius**

Advisory: Refund Policy – Consular Services

1. General Policy

Consular fees are charged for various services such as visa applications, passport services, attestations, OCI services, and other miscellaneous consular matters.

As per the guidelines of the Government of India, **consular fees are non-refundable once an application is accepted and processed, irrespective of the outcome of the service request.**

(Note : Before making any payment, please refer to the Embassy's fee structure for the required service(s). Ensure that payments are made strictly as per the specified amounts for both **consular services** and the **ICWF**, and deposited into the respective bank accounts. In case of any doubt or clarification, kindly contact the Embassy before proceeding with the payment.)

2. Refund Scenarios

Refunds may be considered **only under the following exceptional circumstances:**

a) Duplicate Payment:

If an applicant has made an excess or duplicate payment for the same service, the extra amount may be refunded after due verification.

b) Technical Error:

In the event of a technical error (e.g., online payment failure resulting in multiple debits), a refund of the unintended charge may be processed.

c) Payment Made in Error for Inapplicable Service:

If an applicant inadvertently pays for a service not applicable to their case and the application has **not been processed**, a refund may be considered.

3. Non-Refundable Situations

Refunds will **not be provided** in the following cases:

- Rejection of visa or consular service after due processing
- Withdrawal of application by the applicant after submission
- Errors or omissions in the application by the applicant leading to rejection or return
- Change of purpose or decision by the applicant after payment
- Any other situation not covered under the "Refund Scenarios" mentioned above

4. Refund Procedure

- Applicants must submit a **written refund request** addressed to the Embassy, clearly stating the reason for the refund and providing the following documents:
 - Proof of payment
 - Copy of the application
 - Any relevant supporting documents
- All requests will be verified and processed upon approval by the competent authority.
- Refunds, once approved, will be made via the **same mode of payment** or as directed by the administrative authorities.
- Any bank charges incurred for the transfer of funds to the applicant's account shall be borne by the applicant. Accordingly, the refund amount will be the approved amount less any applicable bank charges.

5. Time Limit

No refund claims will be entertained **after 3 months** from the date of payment.

6. Authority & Final Decision

All refund requests are subject to **verification and approval by the competent authority of the Embassy of India, Vilnius.**

The decision of the Embassy in this regard shall be **final and binding.**
