

## Guidelines to use UP NRI Portal

### A. Process to Register

#### Step 1

- To register, select your category i.e., **Individual** or **Group of NRIs** and fill the required details.
  - If you select **Individual** as category then submit following details:
    - First Name, Middle Name, Last Name, Date of Birth, Passport Number, Mobile Number, Email ID, Interest i.e., Investor/Exporter/Importer/Other/None and Captcha.
  - If you select **Group of NRIs** as category then submit following details:
    - Group Name, Details of Group Leader i.e., Leader Name and his/her Date of Birth, Passport Number, Mobile Number, Email ID, Interest i.e., Investor/Exporter/Importer/Other/None and Captcha.

#### Step 2

- After submission of above details entered Mobile No. & Email ID will be verified through One Time Password. Thereafter, registration will be completed and your Password will be sent on your registered Mobile No. & Email ID. To Login, use your Passport No. & Password received.

### B. Process to Login

- Fill your Passport No., Password & Captcha in the respective fields of Login page and submit it. You will be logged in thereafter and can proceed for necessary action.

*Note: In case you have forgotten your password then click on **Forgot Password?** link and submit your registered Email ID. Thereafter, you will receive a Password Recovery Link on your Email through which you can recover your password easily.*

### C. Process to Apply for NRI Card

#### Step 1

- Click on **Application Form for NRI Card** menu from dashboard and submit following details:
  - **Basic Information** i.e., Father Name, Mother Name, Gender, Marital Status, Current & Previous Citizenship, Phone Number etc.

- **Passport Details** i.e., Passport Issuing Country & Validity
- Current Residing Address, Native Address, Applicant Address in UP & Correspondence Address
- **PIO/OCI Details** i.e., PIO/OCI Card Number, PIO/OCI U Visa Number & PIO/OCI Visa Issuing Date
- **Occupation Details** i.e., Current Occupation & Employer/Self Employment Details

### Step 2

- After submission of details mentioned in Step 1, you will have to upload scanned copies of following documents:
  - Photo & Signature (File Format: JPG/JPEG & Max File Size: 200 KB each)
  - Passport, PIO/OCI Card (Front & Back), Current Residing Address Proof, Native Address Proof & Uttar Pradesh Address Proof (File Format: PDF/JPG/JPEG & Max File Size: 1 MB each)

### Step 3

- After uploading the documents, applicant will be redirected to **Submit Fee for NRI Card** page to submit fee online through Debit Card/Credit Card/Net Banking.
- Once the fee is paid, application will be submitted and forwarded to department for further processing. Applicant can track the status of application through '**Track Application Status**' page.

*Note: In case department will have any query regarding the application then department will raise the query for same which needs to be resolved by the applicant through **Query Marked/Resolved** section within stipulated time.*

## D. Process to Apply for Participation in UP NRI Divas

- Click on **Apply for Participation in UP NRI Divas** menu from dashboard and submit following details:
  - **Basic Details** i.e., Father Name, Gender, WhatsApp Number, Citizenship etc.
  - **Passport Details** i.e., Passport Issuing Country & Validity
  - Other Identity Proof Name & Number
  - Current Residing Address
  - Postal Address
  - Highest Educational Qualification & Name of Degree/Certificate/Course
  - Occupation Details & Period of Working
  - Any other information applicant would like to furnish

- Along with, upload scanned copy of Photo & Signature in JPG/JPEG format whose file size should not exceed 200 KB each.
- After submission of application it will be forwarded to department for further processing. Applicant can track the status of application through ‘**Track Application Status**’ page.

*Note: In case department will have any query regarding the application then department will raise the query for same which needs to be resolved by the applicant through **Query Marked/Resolved** section within stipulated time.*

## **E. Process to Apply for Nomination for UP Pravasi Bhartiya Ratna Puruskar**

- Click on **Apply for Nomination for UP Pravasi Bhartiya Ratna Puruskar** menu from dashboard and submit following details:
  - **Basic Details** i.e., Marital Status, Father Name, Mother Name, Spouse Name, Native Place in UP, Postal Address etc.
  - **Nomination Details** i.e., Fields of Activity, Brief Description of Activities, Career highlights & Awards Received Earlier
  - Significant Contributions & Achievements of Nominee/Applicant
  - Details of State, National and International Awards won
  - Impact of Work done by Nominee/Applicant
- Along with, upload Self Attested Relevant Proof of Documents for Nomination in JPG/JPEG/PDF format whose file size should not exceed 5 MB.
- After submission of application it will be forwarded to department for further processing. Applicant can track the status of application through ‘**Track Application Status**’ page.

*Note: In case department will have any query regarding the application then department will raise the query for same which needs to be resolved by the applicant through **Query Marked/Resolved** section within stipulated time.*

## **F. Process to Submit Grievance**

- To submit grievance to department user will have to click on **Grievances** menu and select Grievance Category & fill its details. If any relevant document is available user can upload it too in PDF/JPEG/JPG format whose size should not exceed 2 MB.
- Status of grievance i.e., Redressed or Pending will be displayed on the same page.

## **G. Process to Raise Query**

- To raise any query user will have to click on **Raise Query** menu and fill its subject & details.
- Reply received against the query will be displayed on the same page. User will be able to revert the reply received from department.

## **H. Process to Give Feedback**

- If user wants to give feedback regarding portal or else, he/she will have to click on **Feedback** menu and Fill Subject, Feedback Details & Upload relevant document (if any) in PDF/JPEG/JPG format whose size should not exceed 2 MB.
- Details of feedback submitted will be displayed on same page.

## **I. Process to Give Suggestions**

- If user wants to give suggestions to department then he/she will have to click on **Suggestions** menu and Fill Subject, Suggestions & Upload relevant document (if any) in PDF/JPEG/JPG format whose size should not exceed 2 MB.
- Details of suggestion submitted will be displayed on same page.