

## FREQUENTLY ASKED QUESTIONS FOR CHARACTER VERIFICATION REPORTS

---

Question 1: Who can apply for CVR?

Answer: All the Govt. agencies and semi Govt. agencies who want background check of their candidates before appointing them can apply for CVR free of cost. Also if any Govt. agency or semi Govt. agency want verification of a private firm or person related to them, can apply for CVR and for this they have to pay fees.

Question 2: What is the procedure for applying for CVR?

Answer: Follow these steps for applying for Character Verification Certificate:

- I. First you go to Delhi Police website [www.delhipolice.nic.in](http://www.delhipolice.nic.in)
- II. Click on Citizen Services.
- III. Then click on the CVR portal.
- IV. Now register yourself for the verification process using unique email id and phone no.
- V. After completion of registration you login yourself for filling the application form.
- VI. Now save your data and check it again.
- VII. If your data is correct then “**submit/pay**” online.
- VIII. If you want add another application then before submission, click on “**add new**” button and follow the same procedure.
- IX. Now a CVR no. will be generated. You will get a unique CVR No. for each application.

Question 3: What is the fee structure for the CVR (only for private firms and persons)?

Answer: **For Debit Card (0.75%)**

Type of CVR	CVR Charge(Rs)	Bank Charge(Rs)	Total Amount(Rs)
Individual	250	1.87	251.87
Organisation	500	3.75	503.75

**For Credit Card (1%)**

Type of CVR	CVR Charge(Rs)	Bank Charge(Rs)	Total Amount(Rs)
Individual	250	2.50	252.50
Organisation	500	5.00	505.00

Question 4: What happens after I submit my information?

Answer: An electronically signed “**CHARACTER VERIFICATION CERTIFICATE**” will be sent on the registered organization’s e-mail address after checking of police record and verifying of details within 21 days.

Question 5: What is the significance of CVR No.?

Answer: The “**CHARACTER VERIFICATION CERTIFICATE**” bears a unique CVR number (CVR No.) about the information applied. This CVR No. can be used for future download and retrieval of a copy of the report.

Question 6: I have not received an e-mail confirmation even though I have submitted my report?

Answer: (i) You may have accidentally provided a wrong e-mail address or your e-mail inbox is full.

(ii) You may also visit to the Special Branch reception counter at 3/4, Delhi Police Bhawan, Asaf Ali Road, New Delhi on any working day between 10 Am to 05 PM or contact through helpline No. **011-23236234**, or Email address: **dpcvr-sb-dl@nic.in** to check for your report.

Question 7: What are the mandatory fields in the form?

Answer: All the mandatory fields are denoted by red asterisk (\*) in the form.

Question 8: Whether “**CHARACTER VERIFICATION REPORTS**” can be applied from outside the area of Delhi?

Answer: CHARACTER VERIFICATION REPORTS can be applied from anywhere in the world however the applicant must be resident of Delhi.

Question 9: How can I get the payment receipt?

Answer: Payment receipt will be sent to your given email id else you can take a print after payment done successfully.

Question 10: Can I check the details of my CVR issued to me or I applied for?

Answer: Yes, all CVR those are saved in your account and you can view the details any time.

Question 11: If I did not receive my certificate on my registered e-mail id?

Answer: CVR certificate can be downloaded from **“View Status Tab”** after clicking on the hyperlink which is given just below the photo of the applicant.

Question 12: If I am not able to write new file number?

Answer: In this case go to **“Record Details Tab”** and delete the data which is saved earlier.

Question 13: How can I verify the previous address of Delhi jurisdiction?

Answer: For this you have to mention your Delhi jurisdiction address in **“Add more than one address here”** tab which is just given below the present address tab and click on **“Add”**.

Question 14: If I am unable to upload the document/s?

Answer: You should crop or take the screenshot of your document by **“Snipping Tool”** (search in start button of your desktop) and upload it to the CVR portal. If you still face any problem contact to CVR Branch on 011-23236234.

Question 15: If I want to verify the Character and antecedents of a Firm and its Director/s, what documents I need?

Answer: For verification of Firm and its Director/s you have to upload the forwarding letter received from Govt./Semi.-Govt./PSUs and Autonomous Body which is addressed to DCP Special Branch/Any DCP office or Police Station of Delhi/SDM/DM of Delhi. Further the verification fee of Rs. 250/- each for Director and Rs. 500/- for Firm (existing rate) would be charged.

Question 16: How can I retrieve my password if I forget the same?

Answer: You may retrieve your password from **"forget Password"** tab. For this you have to enter the same mail id and contact number which you have entered at the time of registration and a new password will be sent to your mail id.