

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
- II. Then click on the CVR portal.
- III. Now register yourself for the verification process using unique email id and phone no.
- IV. After completion of registration you login yourself for filling the application form.
- V. Now save your data and check it again.
- VI. If your data is correct then “submit/pay” online.
- VII. If you want to add another application then before submission, click on “add new” button and follow the same procedure.
- VIII. 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 and stamped “**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 to 5 PM or contact through helpline No.011-23236234 or Email address: dpcvr@dpscrb.in 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 certificates 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.