



# Instructions

**Effective July 29, 2023, we are moving to a new system for US visa services. Please visit our website at [www.ustraveldocs.com/in/en](http://www.ustraveldocs.com/in/en) for important updates regarding these changes**

You have scheduled an appointment for a non-immigrant visa to the U.S. Most applicants will have an appointment at the Visa Application Center (VAC), followed by an appointment at the Embassy or Consulate. Please carefully review the important information below. Coming prepared will ensure you the best service possible.  
Guidelines on COVID-19

- Applicants will be subjected to body temperature check to assess their health conditions before entering the Visa Application Center.
- Applicants showing COVID-19 symptoms (including fever higher than 37.3 degrees Celsius/99.14 degrees Fahrenheit , cough and/or difficulty in breathing) will be asked to reschedule their appointments to another day.
- Applicants without wearing face mask will not be serviced at the Visa Application Center.
- We advise applicants to use Sanitizer before entering the Visa Application Center.
- Applicants are requested to follow social distancing norms at all times during the process of your visa application.
- By standers and persons accompanying applicants may not be allowed to stand near the Visa Application Center due to social distancing norms.



What documents do I need to bring?

- Appointment confirmation letter
- Your current passport and most recently expired passport
- Print out of the DS-160 confirmation page
- Supporting documents for your application, as applicable. Refer link : <https://ustraveldocs.com/in/en/step-1#visa-types>
- Documents and photographs for any children under age 14

How will I collect my visa once it is issued?

Your appointment letter lists the pick-up location you chose when making the appointment. If your visa is approved, you will receive an SMS and email when the passport is ready to be collected. To collect your passport, you must bring an original and photocopy of government-issued photo ID. Information on how to change your pick-up location or authorize someone else to collect your passport is available at: <https://ustraveldocs.com/in/en/collection-locations>

Note : The U.S. Embassy/ Consulates in India offer free document pickup/submission services at the OFC where the Embassy/Consulate is located. Applicants collecting/submitting documents from any other locations will need to pay a nominal fee of Rs 650/- per individual at the time of pickup/submission.



**Important Note:** Please note that passports not collected within 14 working days from 11 Visa Application Centers or within 7 working days from 22 Blue Dart locations will be RETURNED to the respective U.S. Embassy/Consulate.

What items can I bring?

You should bring only the required documents in an unsealed transparent plastic bag or folder. Mobile phones and most purses/bags are not permitted. We do not provide a facility for storage of any items. The following items are prohibited:



- Battery-operated or electronic devices such as mobile phones, smart watches, digital diaries, pagers, cameras, audio/video cassettes, compact discs, MP3s, floppy disks, flash drives, memory sticks, Blue Tooth devices, laptop or tablet computers and portable music players
- Large shoulder bags/purses, travel bags, backpacks, briefcases or suitcases. Only bags that can be carried by hand will be permitted like unsealed plastic bags containing application-related papers , small cloth bags and zip folders
- Food or drink items
- Cosmetics (including, but not limited to, spray perfume/cologne and talcum/baby powder)
- Sealed envelopes or packages
- Flammable items such as Cigarettes, cigars, match boxes, lighters
- Sharp objects, including scissors, pocketknives ,pen knives or nail files
- Weapons, weapon-like objects, or explosive material of any kind
- Long Handled Umbrella's (longer than 40 cm when closed)

Note: This list of prohibited items is not exhaustive. Other items may be prohibited at the discretion of security staff. All visitors will be screened with handheld or walk-through metal detectors. These are safe for all individuals, including pregnant women and those with cardiac pacemakers.

Who should come to the appointment?

Only visa applicants may attend the appointment. Friends, relatives, attorneys, business contacts, and other individuals without an appointment may not enter the building, except:

-Applicants under age 18 may be accompanied by a parent or guardian, if desired.

-Applicants with disabilities may be accompanied by a caretaker, helper, or interpreter.

Should my children come?

Children under the age of 14 do not need to appear in person to apply for a visa. If you are also applying for a visa, you may carry your child's application documents with you, along with one photograph of the child on white background (2 x 2 inches or 51 x 51 mm) in size. Further photo specifications are available: <https://ustraveldocs.com/in/en/step-2#photos-and-fingerprints>.

When should I arrive?

You should arrive at exactly the time of your appointment; you will not be permitted to enter the facility before the time listed on your appointment letter.

What else do I need to know?

Answers to other frequently asked questions can be found at <https://ustraveldocs.com/in/en/general-information#faqs>. To reach a customer service representative via email, please write to [support-india@ustraveldocs.com](mailto:support-india@ustraveldocs.com) or call +91 022-62011000. If you are calling from U.S., you can reach us on +1 703 520 2239. There is no public information window at the Visa Application Center (VAC) or Embassy/Consulate.

Please note parking facility is not provided at the Embassy/Consulate and Visa Application Center. Please make alternate arrangements for your vehicle if you are planning on parking in the immediate area.

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