

User Manual
e-Clearance for Afterlife Remains
(eCARE)

Version 2
2-4-2024

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1. HOME PAGE

The portal homepage can be assessed at <https://ecare.mohfw.gov.in>.

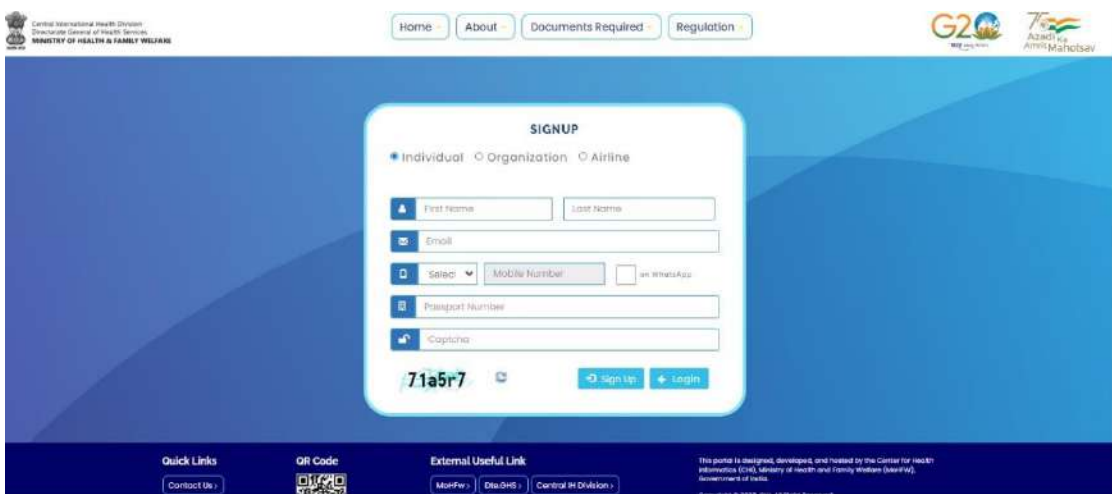
Existing users can login at the homepage or can sign up as a new consignee.

eCARE portal will work on all the browsers however Safari, Chrome, Firefox, and Microsoft Edge are preferred for best experience.



2. SIGN-UP

- To sign up, select the role type of the person who is signing up from the options provided- Individual, Organization or Airline.
- Input all the required information, as: First name, Last name, Email, Mobile number with Country Code and opt for WhatsApp Notification. Opting for WhatsApp Notification feature allows international numbers to receive OTPs on WhatsApp; SMS-based OTP services are only available for Indian phone numbers.
- Add Passport Number of the person who is signing up on eCARE portal and **not the passport number of deceased** and enter captcha code. After providing the details, click on the signup button.
- User will receive confirmation and Username on the screen, as well as on Email/SMS/WhatsApp.
- After completing the sign-up process, the user can login on the portal.



Sample Email

Dear <Consignee Name >

You are registered successfully on e-Clearance for Afterlife Remains. Your registration number is <Registration No.>. You are requested to keep track of this number for further communications.

You can log in to the application using the following credentials:

Username: <Registration No.>

Password: <Password>

This is system generated message/mail. Please don't reply to this message/email.

Regards

Central IH Division, Dte. GHS,

Ministry of Health & Family Welfare, Govt. Of India"

3. LOGIN

- Users can login with the username and password generated after sign-up. On entering the username, password, and captcha, and clicking on the login button, the page will redirect the user to the OTP page.
- User will receive the OTP on registered email ID and on phone as SMS and WhatsApp message. SMS services are not available for International User.
- On submitting the OTP, the login process is complete, and the user will be directed to the Application home page.

4. APPLICANT WORKFLOW

- After logging in, the applicant is taken to the home page dashboard. This dashboard displays important information about the portal as a message to the Applicant.
- If an applicant wishes to reset their password after completing the login process, they may do so or proceed with resetting it.

HOME DASHBOARD

The screenshot shows the home dashboard of the e-Clearance for Afterlife Remains portal. The header includes the portal name and a user greeting. The main content area contains a welcome message and a list of required documents for submitting a form. A note at the bottom mentions additional requirements for embalming and local clearance.

e-Clearance for Afterlife Remains Welcome Consigne_test

Welcome to eCARE Portal.

Dear Consigne_test, you can submit e-Clearance for Afterlife Remains Form for the purpose of bringing back the mortal remains of an Indian national. Registration of death at the concerned Indian Mission/Post is necessary, for which following documents are required:

- Medical report / death certificate issued from a hospital
- Copy of detailed police report (with English translation, if report is in some other language), in case of accidental or unnatural death
- Copy of passport and visa pages

Note: In addition to the above, other documents such as clearance and arrangements for embalming of mortal remains, clearance from local immigration/customs department, etc. are required. These procedures may differ from country to country.

CHANGE PASSWORD

The screenshot shows the 'Change Password' page. It features a header with the portal name and a user greeting. A warning message states that the password must include specific characters. Below this are three input fields for 'Enter Old Password', 'Enter New Password', and 'Confirm Password', followed by a green 'Submit' button.

e-Clearance for Afterlife Remains Welcome Shiv

Change Password Home / Change Password BACK

⚠ Password must include: Min 8 character: capital letters, numbers, special characters.

Enter Old Password *

Enter New Password *

Confirm Password *

Submit

5. PROFILE UPDATE PAGE

A user can update their profile information on the portal, these include fields such as name, mobile number, email address and address.

The screenshot shows the 'User Information' page for profile updates. It includes a header with the portal name and a user greeting. The page has a 'Consignee Types' section with radio buttons for 'Individual', 'Organization', and 'Airline'. The main form contains fields for 'First Name', 'Last Name', 'Mobile Number', 'Email Address', 'Passport Number', 'Date of Registration', 'Country', 'Address Line 1', 'Address Line 2', 'City', 'State/Province-Region', and 'ZIP/Postal Code'. A green 'Update' button is at the bottom.

e-Clearance for Afterlife Remains Welcome Shiv

User Information Home / User Information BACK

User Information

Consignee Types * Individual Organization Airline

First Name * Shiv

Last Name * Shankar

Mobile Number * 9717738752

Email Address * kumari.kishor@atainfo.com

Passport Number * PASS06273

Date of Registration * 09-08-2023

Country * India

Address Line 1 * new delhi

Address Line 2 * new delhi

City * new delhi

State/Province-Region * new delhi

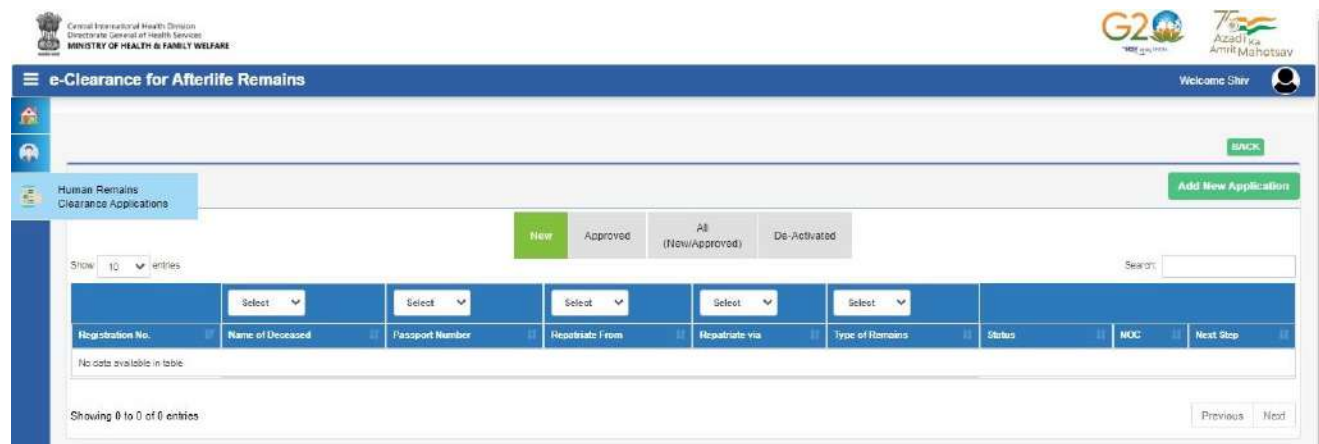
ZIP/Postal Code * 110011

Update

6. ADDING A NEW APPLICATION

To submit an application for the transport of human remains or ashes clearance, an applicant will select the 'Human Remains Clearances Applications' option, which will lead them to 'My Application Dashboard'. On this dashboard, the applicant can view previously submitted applications along with their respective statuses of New, Approved, or All applications, their description is as follows:

- **New:** This status indicates applications that are newly submitted by the Applicant, which could be Individual, Airline or an organization.
- **Approved:** Applications in this status have been successfully submitted and approved by the Airport Health Officer (APHO) or Nodal officer.
- **All:** This section includes applications which are new as well as approved.
- **De-Activated:** The applications which are deactivated by the Nodal Officer if it was sent as duplicate or if the user wanted to deactivate an application for any reasons like cancelling of application, wrong entries, change in plan to send the mortal remains, etc.



To submit a new application, the applicant will click "Add New Application," after which the applicant will be presented with two options: "Human Remains" and "Ashes," and the portal will request supporting documents based on the application type.



The eCARE portal only allows one application per passport number, so another consignee cannot submit a duplicate application. If the consignee wishes to withdraw or delete the submitted application, an email stating the reason must be sent to the nodal officer.

7. HUMAN REMAINS APPLICATION

On opting for Human Remains application, the portal will present a list of questions that will seek information regarding the mandatory documents which include Embalming certificate, Death certificate, NOC from Indian embassy of concerned country, cancelled passport of the deceased and supporting declaration by the applicant.

HUMAN REMAINS CLEARANCE APPLICATION DECLARATION

Type of Remains * Human Remains Ashes

To proceed please make sure that the following documents(mandatory) are provided :-

Embalming Certificate:

(Please make sure that the embalming certificate fulfills below mentioned conditions)

Is the certificate translated in English (Translated Copies are accepted with the sign and stamp of the authorized translator)? Yes No

Is the chemical used and procedure followed for embalming mentioned on the certificate? Yes No

Is the Embalming process is done as per WHO guidelines? Yes No

Death Certificate:

(Please make sure that the death certificate fulfills below mentioned conditions)

Is the certificate translated in English (Translated Copies are accepted with the sign and stamp of the authorized translator)? Yes No

Is the Clear cause/ Reason of death mentioned by treating physician/hospital? Yes No

NOC From Indian Embassy of concern country:

(Please make sure that the NOC fulfills below mentioned conditions)

There is a mention of the Name, Age/gender, date of death & place and the passport number of the deceased. Yes No

If the passport is missing or not accessible, please provide the reason Yes No

Cancelled passport:

Front page with photor passport details and Last Page with Address details and Cancelled copy page, if done by Embassy. Yes No

Declaration:

This is to declare that all the documents required for the eCARE clearance has been reviewed properly based on the above checklist. I also understand that the failure in complying to the above checklist can result in rejection of my application.

Certificate or endorsement by the consignee that the casket contains the dead body or human remains of the person whose documents are presented for clearance to the airport health officer and nothing else.

Once the checklist is duly filled by the applicant, the portal will provide option to provide additional information and upload supporting documents.

HUMAN REMAINS CLEARANCE APPLICATION
To be submitted by consignee.

Citizenship* Indian Non-Resident Indian (NRI)

Name of Deceased*

Passport Number*

Gender* Male Female Other

Date of Birth*

Date of Death*

Repatriate from*

Repatriate Via*

Type of Remains* Human Remains

Disease Type

Embalming Certificate* No file chosen ⓘ

Death Certificate* No file chosen ⓘ

NOC From Indian Embassy of concern country* No file chosen ⓘ

Cancelled passport* No file chosen ⓘ

Certificate of packaging of Human Remains as per WHO guidelines No file chosen

Certificate of Non Infectious Disease provided by Health Authority No file chosen ⓘ

Transit/burial permit No file chosen

Transportation details
(The consignee must collect the information as mentioned in the format, when booking the cargo and adding the Transportation details to send the human remains to India.)

Confirmation* I hereby certify that provided information and uploaded documents are true and accurate to the best of my knowledge.

Here the applicant will enter: **(1)** Citizenship status* (Indian citizen or NRI) **(2)** name of deceased* **(3)** passport number of the deceased (If the deceased if NRI, they must enter current passport number or OCI card number)* **(4)** Gender* **(5)** Date of Birth of the deceased* **(6)** Date of Death of the deceased* (after entering both values the portal will automatically calculate the completed age) **(7)** Repatriate from* (the country from where the human remains will be transported to India) **(8)** Repatriate via* (the Indian airport where the human remains will be received) **(9)** Disease type* (here the applicant will mention whether the person has expired due to a communicable disease or non-communicable disease) **(10)** Embalming Certificate* **(11)** Death Certificate* **(12)** NOC From Indian Embassy of concern country* **(13)** Cancelled passport* (Note:- For NRIs, foreign Passports are to follow local regulations but OCI card should be cancelled by Embassy of India) **(14)** Certificate of packaging of Human Remains as per WHO guidelines# **(15)** Certificate of Non-Infectious Disease provided by Health Authority# **(16)** Transit/burial permit#, **(17)** Transport details (the consignee has to keep information mentioned in format handy for filling it in sections ahead)

The documents marked with an asterisk (*) are mandatory and with a hash (#) are non-mandatory but to be provided if the application requires those documents or the Nodal Officer seeks the same by returning the application to the Consignee.

Note: These documents must be uploaded in PDF, JPEG, JPG, or PNG format and have a file size of less than 512 MB.

After the Applicant submits the application with all required information and documents, it will be forwarded to the concerned Nodal Officers for verification and review of the attached documents. The applicants will also receive confirmation notifications via email/SMS/WhatsApp.

<u>Sample Email</u>
Dear <Consignee Name > We have received your application to transport Human Remains to India. Once documents are verified you will be intimated. This is system generated message/mail. Please don't reply to this message/email. Regards Central IH Division, Dte. GHS, Ministry of Health & Family Welfare, Govt. Of India

If there is a discrepancy in the submitted application or additional information is required, the application is returned to the consignee with a remark and a message sent via email/SMS/WhatsApp. In response to the nodal officer's remark, the consignee can upload additional documents. The option to add additional documents appears only when an application is returned.

A sample email the consignee will receive is as follows.

<u>Sample Email</u>
Dear <Consignee Name > Your application Number <Registration No> is put on Hold. Kindly login to portal and re upload the required documents for verification. This is system generated message/mail. Please don't reply to this message/email. Regards Central IH Division, Dte. GHS, Ministry of Health & Family Welfare, Govt. Of India

8. APPLICATION APPROVAL

According to the Indian Aircraft Public Health Rules 1954, the Nodal Officer must make a decision on whether to approve the submitted applications within 48 hours. To comply with the time-bound action, the portal includes notification features as well as an escalation mechanism which helps in the tracking of applications and their timely approval. When an application is submitted, officials such as the Nodal Officer, Admin, and CIHD Nodal Officer will receive three notifications every 12 hours for the first 36 hours, after which escalation messages will be sent to the Nodal Officer, CIHD Nodal Officer, and Admin for immediate action every four hours.

It is also important to note that if an application is returned by the Nodal Officer for clarification on the submitted documents, the 48-hour timeline will restart once the consignee resubmits the application after addressing the remarks.

On approval, by Nodal Officer the Applicant will be notified and following email can be used by the consignee for booking cargo by Airlines.

<u>Sample Email</u>
<p>Dear <Consignee Name ></p> <p>Your application <Registration Number>, for <deceased name> <gender> <age> having passport number <Passport No.> to transport Human Remains to India is approved by APHO. The Documents uploaded are in Order.</p> <p>However, The Final clearance will be done at the Destination on producing the documents in original.</p> <p>Please book the Human Remains of <deceased name> <sex> <age> with Cancelled Passport Number <Passport No.> to Cargo and upload the Air Waybill (AWB) details along with the email id of the airlines; and name, mobile number, email id and contact address of the designated contact person who will collect the human remains at destination airport. This information will be needed for generating the provisional clearance certificate.</p> <p>Manager Airlines: - This message is APHO clearance for booking and transporting Human Remains to the destination Airport, including verification and the collection of original documents for submission at the destination Airport's APHO.</p> <p>This is a system generated email. Please don't reply to this email.</p> <p>Regards Central IH Division, Dte. GHS, Ministry of Health & Family Welfare, Govt. Of India</p>

9. BOOKING A 'CARGO' FOR TRANSPORTING THE HUMAN REMAINS OR ASHES

The consignee can send the approval email from the eCARE portal to the airline in order to book a cargo flight to transport the human remains or ashes to India. The airline must confirm with the consignee that the hard copies of original documents submitted with the application have been handed over to them, as the APHO will check these documents at the destination airport prior for final clearance.

10. ASHES APPLICATION

For transporting Ashes, the consignee will select the "Ashes" option, which will open a declaration page for ashes-related applications. This page will request information about the required documents, which include packaging and sealing certificate of the urn, death certificate, NOC from Indian embassy of concerned country, cancelled passport of the deceased and supporting declaration by the applicant.

The screenshot shows a web form for an Ashes application. At the top, there are two radio buttons for "Type of Remains": "Human Remains" (unselected) and "Ashes" (selected). Below this, a heading reads "To proceed please make sure that the following documents(mandatory) are provided: -". The form is divided into several sections, each with a heading and a sub-heading in parentheses: "Packing and sealing certificate of the urn:", "Death Certificate:", "NOC From Indian Embassy of the concerned country:", "Cancelled passport:", and "Declaration:". Each section contains one or more questions with "Yes" and "No" radio button options. The "Packing and sealing certificate of the urn:" section has one question: "Are the ashes contained in the urn with an outer packing of suitable material, from the crematorium?". The "Death Certificate:" section has two questions: "Is the certificate translated in English (Translated Copies are accepted with the sign and stamp of the authorized translator)?" and "Is the Clear cause/ Reason of death mentioned by treating physician/hospital?". The "NOC From Indian Embassy of the concerned country:" section has two questions: "There is a mention of the Name, Age/gender, date of death & place and the passport number of the deceased." and "If the passport is missing or not accessible, is the reason mentioned on the NOC?". The "Cancelled passport:" section has one question: "Front page with photo/ passport details and Last Page with Address details and Cancelled copy page, if done by Embassy.". The "Declaration:" section has two checkboxes: "This is to declare that all the documents required for the eCARE clearance has been reviewed properly based on the above checklist. I also understand that the failure in complying to the above checklist can result in rejection of my application." and "Certificate or endorsement by the consignee that the casket contains the dead body or human remains of the person whose documents are presented for clearance to the airport health officer and nothing else.". At the bottom right of the form, there is a green "Proceed" button.

Once the checklist is duly filled by the applicant, the portal will provide option to provide additional information and upload supporting documents as: **(1)** Citizenship status* (Indian citizen or NRI) **(2)** name of deceased* **(3)** passport number of the deceased (If the deceased is NRI, they must enter current passport number or OCI card number)* **(4)** Gender* **(5)** Date of Birth of the deceased* **(6)** Date of Death of the deceased* (after entering both values the portal will automatically calculate the completed age) **(7)** Repatriate from* (the country from where the human remains will be transported to India) **(8)** Repatriate via* (the Indian airport where the human remains will be received) **(9)** Ashes coming as (a) Check-in baggage (b) Hand baggage (c) Cargo (here the applicant will select the mode of transporting the ashes) **(10)** Packaging and sealing certificate of the urn* **(11)** Death Certificate* **(12)** NOC From Indian Embassy of concern country* **(13)** Cancelled passport* (Note:- For NRIs, foreign Passports are to follow local regulations but OCI card should be cancelled by Embassy of India) **(14)** Transport details* (the consignee has to keep information mentioned in format handy for filling it in sections ahead)

The documents marked with an asterisk (*) are mandatory and with a hash (#) are non-mandatory but to be provided if the application requires those documents or the Nodal Officer seeks the same by returning the application to the Consignee.

Note: These documents must be uploaded in PDF, JPEG, JPG, or PNG format and have a file size of less than 512 MB.

The screenshot shows a web-based application form for transporting ashes to India. The form is titled "Citizenship" and has two radio buttons: "Indian" and "Non-Resident Indian (NRI)". Below this are several input fields: "Name of Deceased" (with a placeholder "Enter name of deceased"), "Passport Number" (with a placeholder "ENTER PASSPORT NUMBER OF DECEASED"), and "Overseas Card of India" (with a placeholder "ENTER OVERSEAS CARD OF INDIA" and a red error message "Please enter a value in either Passport or OCI field."). There are also radio buttons for "Gender" (Male, Female, Other) and date pickers for "Date of Birth" and "Date of Death". Two dropdown menus are labeled "Repatriate from" and "Repatriate Via". Under "Type of Remains", there are radio buttons for "Ashes" and "Ashes Coming as" (Check in Baggage, Hand Baggage, Cargo). Below these are four file upload fields: "Packing and sealing certificate of the urn", "Death Certificate", "NOC From Indian Embassy of concern country", and "Cancelled passport", each with a "Choose file" button and "No file chosen" text. A "Transportation details" section has a link and a red note: "(The consignee must collect the information as mentioned in the format, when booking the cargo and adding the Transportation details to send the human remains to India.)". At the bottom, there is a "Confirmation" checkbox with the text "I hereby certify that provided information and uploaded documents are true and accurate to the best of my knowledge." and a green "Submit" button.

After submitting the application form all the further processes will be same for ashes coming via Cargo as the Human Remains application process mentioned in previous section. Consignee will also receive notifications on email/SMS/WhatsApp confirming the same which can be used for booking cargo. A sample email that will be received by consignee is as follows.

Sample Email
Dear <Consignee Name >
Your application <Registration Number>, for <deceased name> <gender> <age> having passport number <Passport No.> to transport Ashes to India is approved by APHO. The Documents uploaded are in Order.
However, The Final clearance will be done at the Destination on producing the documents in original.

Please book the Ashes of <deceased name> <sex> <age> with Cancelled Passport Number <Passport No.> to Cargo and upload the Air Waybill (AWB) details along with the email id of the airlines; and name, mobile number, email id and contact address of the designated contact person who will collect the Ashes at destination airport.

If the Ashes Urn is transported as Check in or hand baggage to upload the details, the airline's email address; and name, mobile number, email address, contact address, flight details, boarding pass of the person transporting the ashes.

This information will be needed for generating the provisional clearance certificate.

Manager Airlines: - This message is APHO clearance for booking and transporting Ashes to the destination Airport, including verification and the collection of original documents for submission at the destination Airport's APHO.

This is system generated message/mail. Please don't reply to this message/email.

Regards

Central IH Division, Dte. GHS,

Ministry of Health & Family Welfare, Govt. Of India

If the ashes are coming as Check-in baggage or Hand baggage, a cargo need not be booked and the person carrying the ashes can submit their flight details.


11. ADDING TRANSPORT DETAILS FOR HUMAN REMAINS / ASHES TRANSPORTED VIA CARGO

Once the application is approved in all aspects by the Nodal Officer and the consignee has booked the cargo, the consignee is notified to upload transport details. On this page, the consignee enters **(1) From*** (the country from where the mortal remains will be transported to India) **(2) To*** (The APHO where the mortal remains will be received) **(3) Airway bill*** (generated by the Airline) **(4) Airline name*** **(5) Airway bill number*** **(6) Airline Email*** **(7) Additional email of airline's departure and destination division** **(8) Arrival time to India (In Indian Standard Time)** **(9) Remarks**

A sample of these fields has been presented to consignee in previous pages and the same must be filled here.

In addition to transport details the consignee will also enter the details of designated person who will receive the mortal remains at the airport, this includes (1) Name* (2) Phone number/Mobile number* (3) Email* (4) Address*.

The fields marked with an asterisk (*) are mandatory.

e-Clearance for Afterlife Remains Welcome kurwar 

Home / Human Remains Clearance Application [BACK](#)

HUMAN REMAINS CLEARANCE APPLICATION

Add transport details

From* <input type="text" value="Enter the Airport Name"/>	To* <input type="text" value="Please select Airport"/>
Upload airway bill* <input type="button" value="Choose File"/> No file chosen	Airline Name* <input type="text" value="Enter airline name"/>
Airway bill number* <input type="text" value="Enter airway bill number"/>	Departure Airline Division Email <input type="text" value="It is optional"/>
Airline E-mail* <input type="text" value="Enter Airline E-mail"/>	Destination Airline Division Email <input type="text" value="It is optional"/>
Departure Airline Division Email <input type="text" value="It is optional"/>	Destination Airline Division Email <input type="text" value="It is optional"/>
Arrival Time to India* <input type="text" value="dd-mm-yyyy"/> <input type="text" value="00"/> <input type="text" value="00"/>	Remarks* <input type="text" value="Enter remark and consignee details who will receive in APHO"/>

Designated Receiving person of the Human Remains in the Airport/or his Authorised Representative

Name* <input type="text" value="Enter Name of local contact"/>	Phone No./ Mobile No.* <input type="text" value="Enter Phone No / Mobile No."/>
Email* <input type="text" value="Enter Email of local contact"/>	
Address* <input type="text" value="Enter Address of local contact"/>	

Quick Links QR Code External Useful Link This portal is designed, developed, and hosted by the Center for Health Informatics (CHI), Ministry of Health and Family Welfare, Government of India.

12. ADDING TRANSPORT DETAILS FOR ASHES TRANSPORTED AS CHECK-IN OR HAND BAGGAGE

If the ashes are coming as hand baggage or check in baggage the below mentioned screen will appear where it will ask for **(1) From*** (the country from where the mortal remains will be transported to India) **(2) To*** (The APHO where the mortal remains will be received) **(3) Airline name*** **(4) Airline Email*** **(5)** Additional email of airline's departure and destination division **(6) Arrival time to India** (In Indian Standard Time) **(7) Remarks**

A sample of these fields has been presented to consignee in previous pages and the same must be filled here.

In addition to transport details the consignee will also enter the details of the person transporting the ashes, this includes (1) Name* (2) Phone number/Mobile number* (3) Email* (4) Address* (5) Boarding pass*.

The fields marked with an asterisk (*) are mandatory.

e-Clearance for Afterlife Remains
Welcome Anju Test

Home / Human Remains Clearance Application [BACK](#)

HUMAN REMAINS CLEARANCE APPLICATION
Add Transport Details

From * <input type="text" value="Enter the Airport Name"/>	To * <input type="text" value="Please select Airport"/>
Airline Name * <input type="text" value="Enter airline name"/>	
Airline E-mail * <input type="text" value="Enter Airline E-mail"/>	Departure Airline Division Email <input type="text" value="It is optional"/>
Departure Airline Division Email <input type="text" value="It is optional"/>	
Destination Airline Division Email <input type="text" value="It is optional"/>	Destination Airline Division Email <input type="text" value="It is optional"/>
Arrival Time to India * <input type="text" value="dd-mm-yyyy"/> <input type="text" value="00"/> <input type="text" value="00"/>	
Remarks * <input type="text" value="Enter remark and consignee details who will receive in APHO"/>	

Details of the Person Transporting the Ashes

Name * <input type="text" value="Enter Name of Person"/>	Phone No./ Mobile No. * <input type="text" value="Enter Phone No./ Mobile No."/>
Email * <input type="text" value="Enter Email of Person"/>	
Address * <input type="text" value="Enter Address of Person"/>	
Boarding pass * <input type="text" value="Choose file"/> No file chosen	

<p>Quick Links</p> <p>Contact Us eCARE User Manual</p>	<p>QR Code</p>	<p>External Useful Link</p> <p>MofW Dtg GHS Central IH Division</p> <p><small>**This Website is Compatible for Safari, Chrome, Firefox and Edge Browser.</small></p>	<p>This portal is designed, developed, and hosted by the Center for Health Informatcs (CHI), Ministry of Health and Family Welfare (MoHFW), Government of India.</p> <p>Copyright © 2023. CHI. All Right Reserved.</p> <p style="text-align: center;">Web Information Manager</p>
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13. PROVISIONAL CLEARANCE CERTIFICATE

A provisional clearance certificate will be generated after entering the transport details and the name of the designated person who will receive the mortal remains. It is one of the mandatory documents to prove that the e-clearance was done through the eCARE portal and only after this certificate is generated the airline can load Human Remains via cargo for transportation.

Once the human remains arrive at the destination airport, the airline must submit hard copies of this certificate, along with the original documents uploaded at the time of application, to the APHO for final clearance before handing over the human remains to the local contacts. It is worth noting that Provisional clearance certificate is mandatory at the destination airport along with original documents and is not mandatory at the departure airport.

The certificate can be downloaded from the portal as well as it is mailed to consignee, local contact, and Airlines at both departure and arrival, if the email is mentioned in the transport details section.

Sample Email

To: Consignee
Cc: Local Contact, Airline
Attachment: Provisional Clearance Certificate

Dear <Consignee>

Subject: "PROVISIONAL CLEARANCE CERTIFICATE" - <Registration Number>

Documents of Late Mr/Mrs <variable> <gender> <age> with passport number <variable> are checked & found to be ok. HR may be transported to India.

However, Actual NOC will be issued from APHO <variable> on the production of the required set of original documents and one set of Photocopy.

This is system generated message/mail. Please don't reply to this message/email.

Regards
Central IH Division, Dte. GHS,
Ministry of Health & Family Welfare, Govt. Of India

e-Clearance for Afterlife Remains (eCARE)

**PROVISIONAL CLEARANCE
CERTIFICATE**

Registration No. REG-0000171

Documents Of Late Mr/Mrs **name (Male) (29 years 1 months)** with
Cancelled Passport Number **PASS12345678** with Transport are Checked &
Found to be OK

AIRLINES

The Concerned Airline Staff Must Show The Original Documents and Submit
a Set Of Photocopy to **APHO Delhi** Airlines is responsible for submission of
all required documents for final clearance.

TRANSPORT DETAILS

The Human Remains are booked via **Airline name** **Airline 2024-02-22**
Date 13:15 Time.

LOCAL CONTACT DETAILS

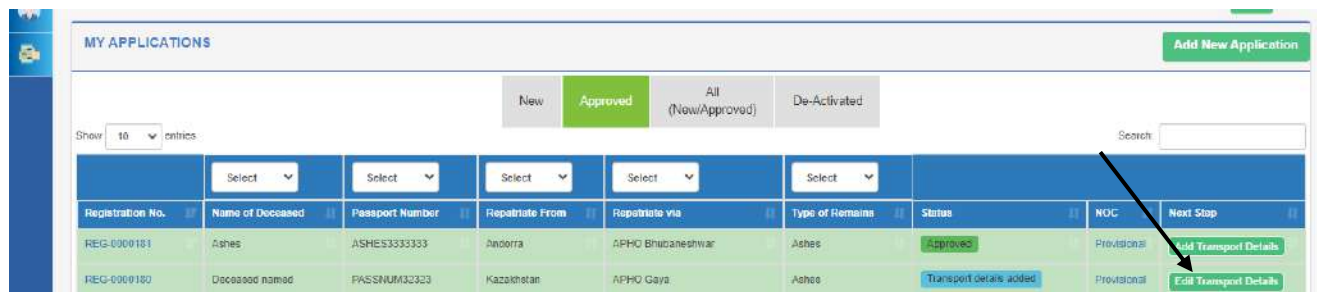
The consignee referred **Local Person** local contact to collect the Human
Remains. the details are **Local Person Name 7878789877 Phone**
New Delhi Contact Address.

Regards

Central I H Division, Dte. GHS
Ministry of Health & Family Welfare, Govt. Of India

14. EDITING THE TRANSPORT DETAILS

Once the transport details are added and the consignee for some reason changes the travel plan, they can edit the transport details as well as the details of person receiving the Cargo. In case of ashes coming as hand baggage or check-in luggage, the same can also be edited.



Registration No.	Name of Deceased	Passport Number	Repatriate From	Repatriate via	Type of Remains	Status	NOC	Next Stop
REG-000181	Ashes	ASHE3333333	Andorra	APHO Bhubaneswar	Ashes	Approved	Provisional	Add Transport Details
REG-000180	Deceased named	PASSNUM32323	Kazakhstan	APHO Gaya	Ashes	Transport details added	Provisional	Edit Transport Details

Once edited, the Provisional clearance certificate is also reissued as a two page PDF version with the previous provisional clearance certificate strike out as shown in picture below and new provisional clearance certificate without strikes.

e-Clearance for Afterlife Remains (eCARE)

PROVISIONAL CLEARANCE
CERTIFICATE

Registration No. REG-0000170

Documents Of Late Mr./Mrs ~~fdfdf (Male) (6 years 1 months)~~ with Canceled Passport Number ~~SDFSD333333~~ with Transport are Checked & Found to be Ok

AIRLINES

The Concerned Airline Staff Must Show The Original Documents and Submit a Set Of Photocopy to **APHO Delhi** Airlines is responsible for submission of all required documents for final clearance.

TRANSPORT DETAILS

The Human Remains are booked via **Airline Name -Airline** **2024-02-29**
Date -23:11 Time.

LOCAL CONTACT DETAILS

The consignee referred **Local Person** local contact to collect the Human Remains, the details are **Local Person Name 9807799899** **Phone New AddressContact Address.**

Regards
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15. NODAL OFFICER WORKFLOW

Nodal officers can login to the eCARE portal, where their home page displays a list of applications that have not yet been approved and also provide details of submitted applications.

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Welcome Nodal

BACK

MY APPLICATIONS

New Approved All (New/Approved) De-Activated

Show 10 entries Search:

Registration No.	Name of Deceased	Passport Number	Repatriate From	Repatriate via	Type of Remains	Status	MOC	Next Step
REG-0000155	Name	PASSPORT78	Afghanistan	APHO Ahmedabad	Human Remains	New		Verify De-Activate

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Home / Human Remains Clearance Application BACK

HUMAN REMAINS CLEARANCE APPLICATION VERIFICATION

Name of Deceased: Name Passport Number: PASSPORT78 Repatriate via: APHO Ahmedabad Type of Remains: Human Remains

Embalming Certificate

Is the certificate translated in English (Translated Copies are accepted with the sign and stamp of the authorized translator)? Yes No

Is the chemical used and procedure followed for embalming mentioned on the certificate? Yes No

Death Certificate

Is the certificate translated in English (Translated Copies are accepted with the sign and stamp of the authorized translator)? Yes No

Is the Clear cause/ Reason of death mentioned by treating physician/hospital? Yes No

NOC From Indian Embassy of concern country

There is a mention of the Name, Age/gender, date of death & place and the passport number of the deceased. Yes No

If the passport is missing or not accessible, please provide the reason Yes No

Cancelled passport

Scanned copy of Front and Back side of the cancelled passport. Yes No

Certificate of packaging of Human Remains as per WHO guidelines

Certificate of Non Infectious Disease provided by Health Authority

Transit/burial permit

Final Remark:

Upload Additional Document

Approve

The nodal officer is responsible for checking and verifying all applications and uploaded documents submitted by the consignee. Once approved, the application status is reflected on both the Nodal Officer's and the consignee's dashboards.

If the Nodal officer finds a discrepancy in the submitted application, they can make relevant comments and return the application to the consignee after selecting the 'upload additional documents' option. These returned applications are resubmitted by consignee after addressing the highlighted discrepancies.

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Azadi Ka
Amrit Mahotsav

Welcome Nodal

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HUMAN REMAINS CLEARANCE APPLICATION VERIFICATION

Name of Deceased: Deceased Passport Number: PASSPORT8088 Repatriate via: APHO Calicut Type of Remains: Human Remains

Embalming Certificate

Is the certificate translated in English (Translated Copies are accepted with the sign and stamp of the authorized translator)? Yes No

Is the chemical used and procedure followed for embalming mentioned on the certificate? Yes No

Death Certificate

Is the certificate translated in English (Translated Copies are accepted with the sign and stamp of the authorized translator)? Yes No

Is the Clear cause/ Reason of death mentioned by treating physician/hospital? Yes No

NOC From Indian Embassy of concern country

There is a mention of the Name, Age/gender, date of death & place and the passport number of the deceased Yes No

If the passport is missing or not accessible, please provide the reason Yes No

Cancelled passport

Scanned copy of Front and Back side of the cancelled passport Yes No

Final Remark: Upload Additional Document

Return to Consignee

16. UPDATING FIRST INTERNATIONAL AIRPORT OR DESTINATION AIRPORT

The destination airport for a cargo can be updated majorly in two scenarios firstly, being if for some reason the consignee wishes to modify the destination airport, they must send a request by email to apho.del-hum-mohfw@gov.in with all necessary details. Secondly, in some scenarios for example if the Human remain is coming from USA to Amritsar the consignee as well as the APHO will not know if the cargo is coming to Amritsar directly or via some connecting international airport for example Delhi. If this cargo lands at Delhi airport it will further go to Amritsar in a domestic flight and the official formalities of receiving the cargo will be done at Delhi airport and not at the Amritsar airport. For such in-transit cargos or applications with a request to change destination airport, the CIHD department or Nodal Officer of eCARE portal has the right to change APHO.

Welcome Nodal

BACK

MY APPLICATIONS

New Approved All (New/Approved) De-Activated

Show 10 entries Search:

Registration No.	Name of Deceased	Passport Number	Repatriate From	Repatriate via	Type of Remains	Status	NOC	Next Step	Actions
REG-000172	Name	PASS01234567	Oman	APHO Delhi	Human Remains	Approved		Travel documents awaited	Assign APHO Bypass Transport De-Activate

The bypass transport option is for those applications where consignee for some reason has not uploaded the transport details. For such applications the process of uploading the transport details is skipped and the APHO can directly move to the next step, however this is not advisable, the option is kept for rarest applications. The option to deactivate any application is also available against each application.

As an example, in the below mentioned screenshot, the application was submitted to APHO Ahmedabad and was later forwarded to APHO Delhi.

Welcome APHO Delhi Test

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MY APPLICATIONS

New Approved All (New/Approved) De-Activated

Show 10 entries Search:

Registration No.	Name of Deceased	Passport Number	Repatriate From	Repatriate via	Processed By	Type of Remains	Status	NOC	Next Step
REG-000156	name	PASSPORT67	Afghanistan	APHO Ahmedabad (Forwarded to APHO Delhi)	Nodal Officer	Ashes	Provisional	Transport details added	Verify remains
REG-000150	Deceased	PASSPORTNUM	Saudi Arabia	APHO Gays	Nodal Officer	Human Remains	Provisional	Transport details added	Verify remains

17. RE-APPROVING THE RETURNED APPLICATIONS

If the Supervising Nodal Officer or CIHD Nodal Officer feels the application has been sent back to consignee by mistake the same can be cancelled and the pulled back application can be processed for clearance.

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Welcome Nodal

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MY APPLICATIONS

New Approved All (Now/Approved) De-Activated

Show 10 entries Search:

Registration No.	Name of Deceased	Passport Number	Repatriate From	Repatriate via	Type of Remains	Status	NOC	Next Step
REG-000167	Deceased	ABCD23233333	Azerbaijan	APHO Delhi	Human Remains	Return to Consignee		Response awaited De-Activate Cancel Return to Consignee

18. APHO WORKFLOW AND DOCUMENT VERIFICATION

- Airport Health Officers (APHO) are stationed at all major Indian airports and are notified via email and SMS/WhatsApp as soon as the consignee registers for human remains clearance and selects the airport where the APHO is stationed as the destination for transporting the human remains. APHOs are also notified via email and SMS/WhatsApp at each stage of the process to keep them up to date on the status of applications.
- For an application, APHO can download provisional clearance certificate, air waybill, air tickets (or boarding pass) for Human remains/Ashes uploaded by the consignee for planning the clearance as well as details of person who will be receiving mortal remains.
- For verification, as and when the Human Remains arrives at the airport, APHO verifies the Provisional Clearance Certificate and all original documents uploaded by the consignee at the time of application submission.

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Welcome APHO Delhi Test

MY APPLICATIONS

Filters: New, **Approved**, All (New/Approved), De-Activated

Show 10 entries

Registration No.	Name of Deceased	Passport Number	Repatriate From	Repatriate via	Processed By	Type of Remains	Status	NOC	Next Step
REG-000156	name	PASSPORT167	Afghanistan	APHO Ahmedabad	Nodal Officer	Ashes	Provisional	Provisional	Verify remains
REG-000150	Deceased	PASSPORTNUM	Saudi Arabia	APHO Gaya	Nodal Officer	Human Remains	Provisional	Provisional	Verify remains

- APHO update the arrival date and time of the mortal remains and add remarks for the application.

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Welcome APHO Delhi Test

Home / Human Remains Clearance Application

HUMAN REMAINS CLEARANCE APPLICATION

Verify remains

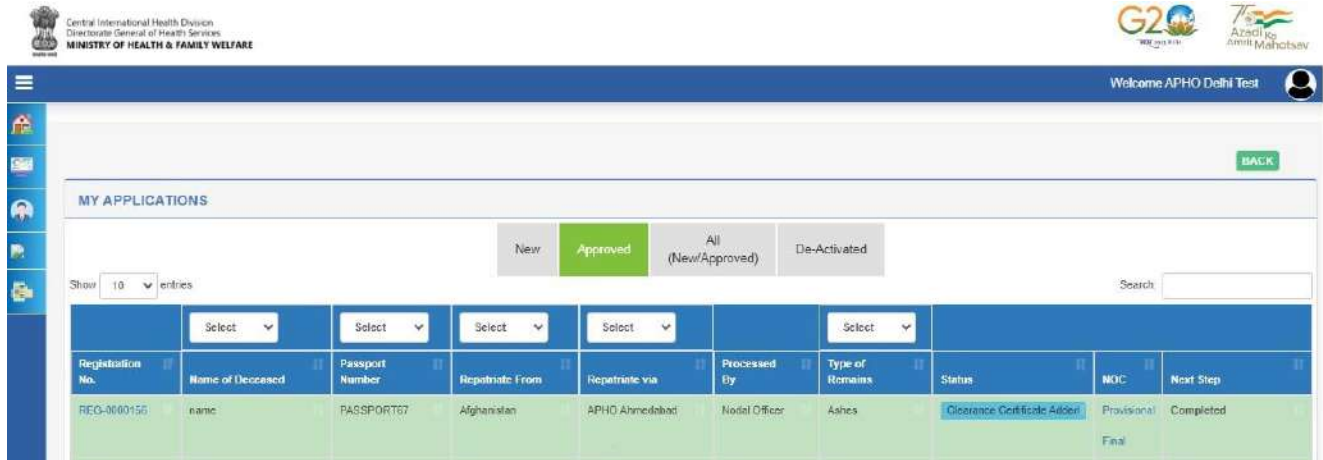
Arrival Time to India * dd-mm-yyyy 00:00

Remarks * Enter remark

Submit

- Upon successful verification, NOC will be issued to the person nominated to receive the human remains. This NOC is also uploaded on the portal which marks the completion of process.

- Once the APHO uploads the No Objection certificate, application status changes to “Clearance certificate added” and all stakeholders can view the Final No Objection certificate from the application.



19. AIRLINE’S RESPONSIBILITY

Ensure that the AWB is issued after the due checking of the e-clearance message from eCARE: Airlines must ensure that the consignee who applied in the eCARE portal shares the approval message received via email depicting the e-clearance given by the Nodal Officer of the eCARE portal for booking the cargo. Sample approval email for Human remains as well as ashes are as:

<u>Sample Email – Human remains</u>
<p>Dear <Consignee Name ></p> <p>Your application <Registration Number>, for <deceased name> <gender> <age> having passport number <Passport No.> to transport Human Remains to India is approved by APHO. The Documents uploaded are in Order.</p> <p>However, The Final clearance will be done at the Destination on producing the documents in original.</p> <p>Please book the Human Remains of <deceased name> <sex> <age> with Cancelled Passport Number <Passport No.> to Cargo and upload the Air Waybill (AWB) details along with the email id of the airlines; and name, mobile number, email id and contact address of the designated contact person who will collect the human remains at destination airport. This information will be needed for generating the provisional clearance certificate.</p> <p>Manager Airlines: - This message is APHO clearance for booking and transporting Human Remains to the destination Airport, including verification and the collection of original documents for submission at the destination Airport’s APHO.</p> <p>This is a system generated email. Please don’t reply to this email.</p> <p>Regards Central IH Division, Dte. GHS, Ministry of Health & Family Welfare, Govt. Of India</p>

Sample Email - Ashes

Dear <Consignee Name >

Your application <Registration Number>, for <deceased name> <gender> <age> having passport number <Passport No.> to transport Ashes to India is approved by APHO. The Documents uploaded are in Order.

However, The Final clearance will be done at the Destination on producing the documents in original.

Please book the Ashes of <deceased name> <sex> <age> with Cancelled Passport Number <Passport No.> to Cargo and upload the Air Waybill (AWB) details along with the email id of the airlines; and name, mobile number, email id and contact address of the designated contact person who will collect the Ashes at destination airport.

If the Ashes Urn is transported as Check in or hand baggage to upload the details, the airline's email address; and name, mobile number, email address, contact address, flight details, boarding pass of the person transporting the ashes.

This information will be needed for generating the provisional clearance certificate.

Manager Airlines: - This message is APHO clearance for booking and transporting Ashes to the destination Airport, including verification and the collection of original documents for submission at the destination Airport's APHO.

This is system generated message/mail. Please don't reply to this message/email.

Regards

Central IH Division, Dte. GHS,
Ministry of Health & Family Welfare, Govt. Of India

Verifying the authenticity of the Email from nodal officer via email: Airlines can check the authenticity of the approval with the Nodal Officer of eCARE portal by sending an email to apho.del-hum-mohfw@gov.in with relevant information and quoting the reference number.

Verifying the original mandatory documents before issuing the AWB: Only after confirming the four required original documents for Human Remains clearance can the cargo be booked and an AWB issued. The airline must also provide the consignee with information, such as the email addresses of the relevant divisions at the departure and destination airports, to facilitate the clearance of Human Remains in both locations. A Provisional Clearance Certificate will be emailed to these addresses, which is a mandatory document at the destination airport. At the time of booking the cargo, the consignee may present the following format and request relevant information.

Transportation details

The consignee must collect the following information when booking the flight to carry the Ashes to India.

The following information will be required by the Consignee to Add the transportation details and for generating the Provisional Clearance Certificate which will be sent to all emails (point IV, V, VI, VII and VIII) for easy clearance at Departure and Destination Airports.

- I. From: _____
- II. To: _____
- III. Airline Name: _____
- IV. Airline email: _____
- V. Departure Airline Division Email: _____
- VI. Departure Airline Division Email: _____
- VII. Destination Airline Division Email: _____
- VIII. Destination Airline Division Email: _____
- IX. Arrival time to India: _____
- X. Remarks: _____
- XI. Details of the person transporting the ashes
 - A. Name: _____
 - B. Mobile number: _____
 - C. Email address: _____
 - D. Contact address: _____
 - E. Boarding pass (*Soft copy to be attached*)

Transportation details

The consignee must collect the following information when booking the cargo to send the Human Remains to India. The following information will be required in sections ahead for submitting the application.

- I. From*: _____
- II. To*: _____
- III. Airline Name*: _____
- IV. Airway Bill Number*: _____
- V. Airline Email*: _____
- VI. Departure Airline Division Email: _____
- VII. Departure Airline Division Email: _____
- VIII. Destination Airline Division Email: _____
- IX. Destination Airline Division Email: _____
- X. Arrival time to India (in IST)*: _____
- XI. Remarks*: _____

Submit all the documents to the concerned APHO on arrival at the destination: The airline carrying the human remains or ashes via cargo, must bring a copy of the provisional clearance certificate and mandatory documents in original, as well as one set of xerox copies, and submit them to the APHO at the destination airport for verification upon arrival for final clearance.

Note: The Provisional Clearance Certificate is only required at the destination airport and must be given to the APHO when the airline submits the documents for final clearance.

The Airlines specific roles are given in detail in FAQs under the section: 'Instructions and responsibilities of airline' (Q52 - Q57).