

In a novel initiative of its kind, an electronic help desk has been set up in the office of Commissioner, Jalandhar Division for assistance of persons coming for embossing of the documents received from foreign countries. Mr Anurag Verma, Commissioner, Jalandhar Division said that daily about 25 to 30 documents are presented in his office for embossing. Out of these, generally 5-6 documents suffer from one short coming or the other. In case of short comings, the Non Resident Indians have to face a lot of problems and many a times have to send fresh documents from abroad. Mr. Verma said that to avoid such a problem, now the Non Resident Indians can send the scanned copies of their documents to an email ID **help.desk.embossing@gmail.com**. The office of Commissioner, Jalandhar Division shall examine these scanned copies and in case they suffer from any short comings, those will be pointed out to the NRI via return email so that he is able to rectify those short comings before physically sending the documents.

Mr. Verma informed that the most common short coming found in the foreign documents presented in his office for embossing is that in the power of attorneys the details of the property regarding which the attorney is being given is not mentioned. In such a case either the NRI has to send an affidavit giving details of the property or has to send the fresh power of attorney itself. Since these documents have to be physically sent again from a foreign country, it takes a few weeks and the NRIs feel harassed. On the other hand the office of Commissioner can not go beyond the clear cut instructions issued by Government in this regard. Mr. Verma said that with the introduction of this electronic help desk, the NRIs will be able to get a confirmation from the Commissioner's office via email that his documents are in order and so will not have to face any harassment.

Mr. Verma said that another major short coming found in the documents presented for embossing is that the photographs of the executants is not pasted on the document. Sometimes the photograph is pasted but is not attested by the Notary etc. In some cases, the names and addresses of the witnesses are not mentioned properly on the documents. Mr Verma has directed the officials concerned to respond to the emails received at the electronic help desk within three days.