

# User Manual

e-Clearance for Afterlife Remains  
(eCARE)

Version 1.4  
8-23-2023

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# Home Page

Open <https://ecare.mohfw.gov.in> URL and user will be presented with the home page. Applications will work on Safari, Chrome, Firefox and Microsoft Edge

## Sign-up

First time users should follow these steps to create a login using the Sign-up Process.

The screenshot shows the SIGNUP page on the ecare.mohfw.gov.in website. The page has a blue background with a white central form. The form is titled "SIGNUP" and has three radio buttons for role selection: "Individual" (selected), "Organization", and "Airline". The form includes input fields for "First Name", "Last Name", "Email", "Mobile Number" (with a dropdown menu for "Select" and a checkbox for "via WhatsApp"), and "Passport Number". There is also a "Captcha" field. At the bottom of the form are "Sign Up" and "Login" buttons. The page header includes the Ministry of Health & Family Welfare logo and navigation links: Home, About, Documents Required, and Regulation. The footer contains "Quick Links" (Contact Us), "QR Code", "External Useful Link" (MOFW, Site Map, Central B. Division), and copyright information for 2023.

- Select the role type (Individual, Organization or Airline)
- Input all the required information, including the First name, Last name, Email, Country Code with Mobile Number, opt for WhatsApp Notification if to receive OTP and notification (This option is recommended for users with international numbers, as they won't get Notification /OTP on Mobile number), Passport Number, and captcha code.
- After providing the input details, click on the signup button.
- User will receive confirmation and Username on the screen, detailed information will be sent on Email/SMS/WhatsApp
- Clicking on the login button will redirect the user to the home page.

# Login

The screenshot shows the login interface for the e-Clearance for Afterlife Remains (eCARE) system. At the top, there are navigation links for Home, About, Documents Required, and Regulation. The main header features the text 'e-Clearance for Afterlife Remains (eCARE)' over a world map. A 'USER LOGIN' form is prominently displayed, with fields for 'User Name', 'Password', and 'Captcha'. Below these fields are a 'Remember Me' checkbox, 'login' and 'Sign Up' buttons, and a 'Forgot Password?' link. The footer contains 'Quick Links', a 'QR Code', 'External Useful Link', and copyright information.

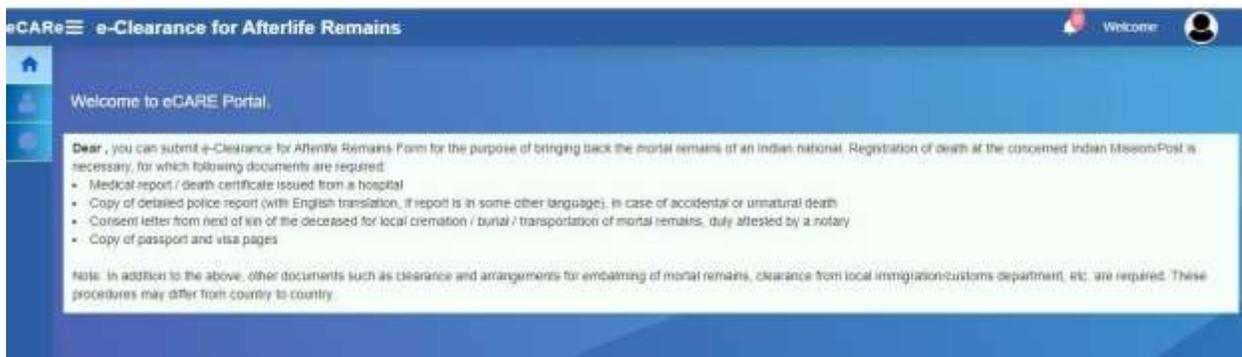
Users will need their username/password and OTP to log in. The username and password will be provided to the user via email / WhatsApp, after completing the signup process.

- Input all the required information, including the username, password, and captcha code.
- After providing the input details, click on the login button.
- Clicking on the login button will redirect the user to the OTP page.
- The User can enter the OTP in the designated OTP text box. (The OTP will be sent to the user's registered email ID, and mobile number (India User), WhatsApp (International User))
- Click on the Submit button, and the user will be directed to the Application home page.

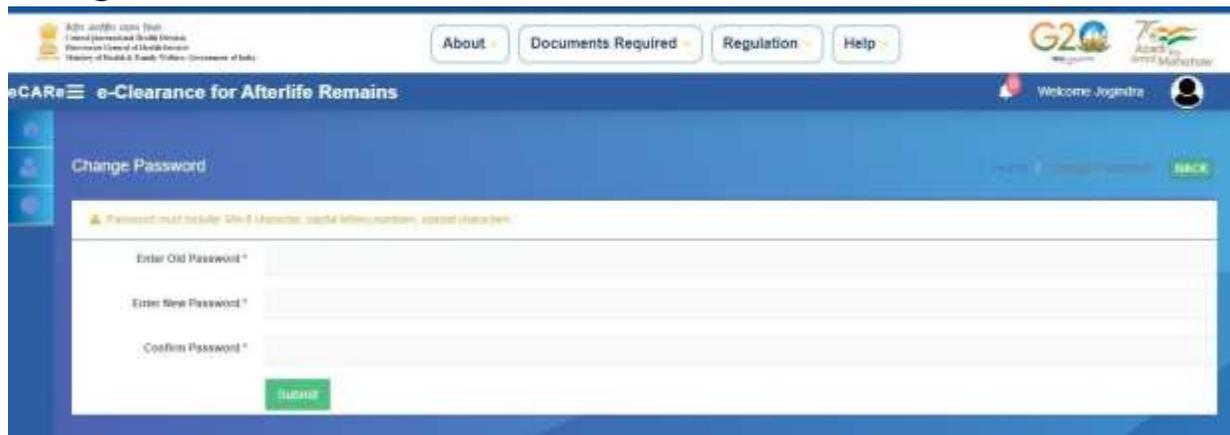
## Applicant Workflow

- The Applicant/User or Applicant, upon signing up, receives their username and password. The Applicant then proceeds to log in using these credentials on the secure URL: <https://ecare.mohfw.gov.in>
- After logging in, the Applicant is directed to the home page dashboard. This dashboard displays important information regarding the application as a message for the Applicant or Applicant.
- The Applicant/Applicant has the option to reset their password after completing the login process. If they wish to reset their password, they can do so. Otherwise, they can proceed without resetting it.

## Home Dashboard



## Change Password



# Profile Update Page

Applicants can update the address details in the Profile section.

**User Information**

Consigree Types \*  Individual  Organization  Airline

First Name \*  
Jogindra

Last Name \*  
Singh

Mobile Number \*  
9954740737

Email Address \*  
jogindr2016@gmail.com

Passport Number \*  
J036996E

Date of Registration \*  
03-07-2023

Country \*  
India

Address Line 1 \*  
Address Line 1

Address Line 2 \*  
Address Line 2

City \*  
Delhi

State/Province/Region \*  
Delhi

ZIP/Postal Code \*  
110041

[Update](#)

Activate Windows  
Go to Settings to activate Windows.

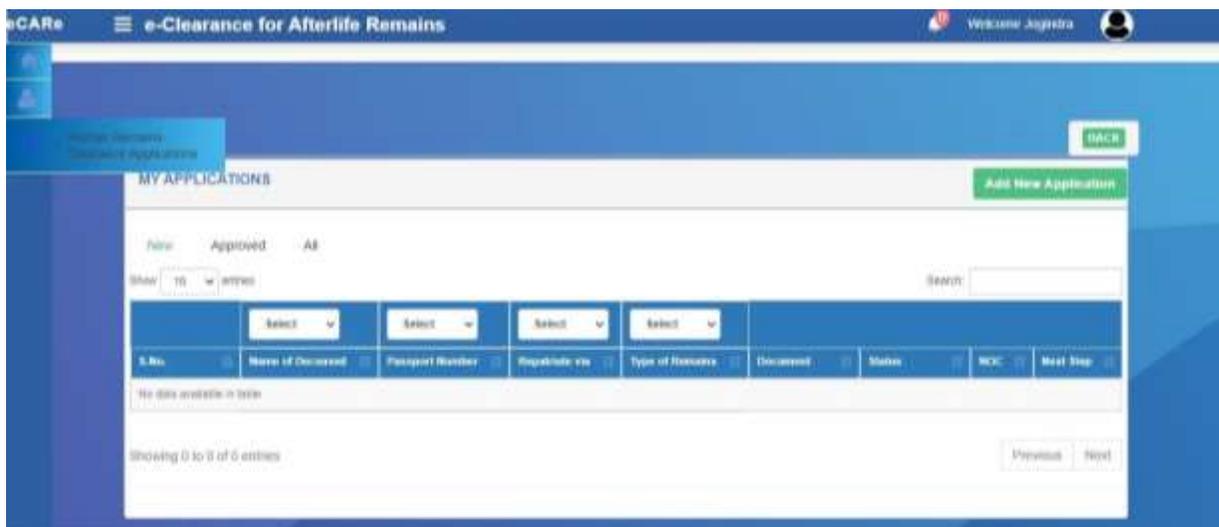
Proposal for HU...docx Human Remains...docx Show all

## New Application

The Applicant can create an application for 'Human Remains' / Ashes clearance. To initiate the process, the Applicant will select the "Human Remains Clearances Applications" option, which will lead them to the My Application Dashboard.

On this dashboard, the Applicant can view previously submitted applications along with their respective statuses (New, Approved, All). They also have the option to filter the applications based on their status.

- **New:** This status indicates applications that are newly submitted by the Consignee/Applicant (Individual, Airline or the organizations)
- **Approved:** Applications in this status have been submitted and approved by the APHO (Airport Health Officer) or Nodal officer's side.
- **All:** This section includes applications with all status types. Users can apply filters and view the desired applications based on their preferences.



On this page, the Applicant/user will click on "Add New Application," and a new page will appear on the screen. On this new page, users will be presented with two options: "Human Remains" and "Ashes."

They can choose between these two options based on the type of application they need to submit.



Applicants can select one of the options available. If the user selects the "Human Remains" option, all the sections related to human remains will be displayed on the screen.

These sections will specifically cater to the processing and handling of human remains.

# Human Remains Application

The screenshot shows the 'HUMAN REMAINS CLEARANCE APPLICATION DECLARATION' form in the eCARE system. At the top, there is a navigation bar with the eCARE logo, a user profile icon, and the text 'Welcome, Jigastu'. A 'BACK' button is visible in the top right corner. The form is titled 'HUMAN REMAINS CLEARANCE APPLICATION DECLARATION' and includes a section for 'Type of Remains' with radio buttons for 'Human Remains' (selected) and 'Aster'. Below this, a note states: '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-note: 1. 'Embalming Certificate:' with the sub-note '(Please make sure that the embalming certificate fulfills below mentioned conditions)'. It contains three questions: 'Is the certificate translated in English (Translated Copies are accepted with the sign and stamp of the authorized translator)?', 'Is the chemical used and procedure followed for embalming mentioned on the certificate?', and 'Does the certificate have a mention of packaging procedure?'. Each question has 'Yes' and 'No' radio buttons, with 'Yes' selected. 2. 'Death Certificate:' with the sub-note '(Please make sure that the death certificate fulfills below mentioned conditions)'. It contains one question: 'Is the certificate translated in English (Translated Copies are accepted with the sign and stamp of the authorized translator)?'. It has 'Yes' and 'No' radio buttons, with 'Yes' selected. 3. 'NOC From Indian Embassy of concern country:' with the sub-note '(Please make sure that the NOC fulfills below mentioned conditions)'. It contains 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, please provide the reason.'. Both have 'Yes' and 'No' radio buttons, with 'Yes' selected. 4. 'Cancelled passport:' with the sub-note 'Scanned copy of Front and Back side of the cancelled passport.'. It has 'Yes' and 'No' radio buttons, with 'Yes' selected. 5. 'Declaration:' with 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.'.

The Applicant/user can proceed further by selecting the checkbox and will then land on the Human Remains Application page.

On this application page, the user needs to fill in the following information: Name, Passport No., Country (the country from which the user will receive the dead body) and APHO Office as in the drop-down list in the state (the respective state where the user wants to receive the dead body).

Additionally, the user is required to upload all the relevant documents. It is important to ensure that the uploaded documents are color scan of the original documents with precise size and clearly visible, as they will be reviewed by the Nodal Officer.

**HUMAN REMAINS CLEARANCE APPLICATION**  
To be submitted by consignee.

Name of Deceased \* Stomach Cancer

Passport Number \* 319191915

Repatriate from \* Australia

Repatriate via \* AFHO Delhi

Type of Remains Human Remains

Embalming Certificate\* Choose File Embalming.pdf

Death Certificate\* Choose File Death Certificate.pdf

NOC From Indian Embassy of concern country\* Choose File NOC from Indian Embassy.pdf

Cancelled passport\* Choose File Cancelled copy of passport.pdf

Certificate of packaging of Human Remains as per WHO guidelines Choose File Certificate of Packaging.pdf

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

Activate Windows  
Go to Settings to activate Windows.

Once the Applicant/user submits the application by providing all the required documents and filling in the necessary fields, the application will be submitted successfully.

After submitting the application, Nodal Officers will be notified so they can proceed to verify the application, documents and information provided by the applicant.

Applicants will also receive notifications on email/SMS/WhatsApp confirming the same.

**Dear Applicant,**

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 do not reply to this message/email.

Regards,

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

## Application returned to the Consignee for clarification of the submitted documents: -

The Nodal Officer can return the application to the consignee if the attached document is not as per the requirements or any clarification/ more information is sought for the submitted documents and the message is sent to the Consignee, Nodal Officer, CIHD Nodal Officer and APHO.

**Dear Applicant,**

Your application Number <Registration No> is put on Hold. Kindly login to portal and re uploads the required documents for verification.

This is system generated message/mail. Please do not reply to this message/email.

Regards

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

## Application Process Timeline by the Nodal Officer: -

All the applications in the Portal will be scrutinized by the Nodal Officer and the decision is made within 48 hours timeline as per the Indian Aircraft Public Health Rules 1954.

Nodal Officer, Admin and CIHD Nodal Officer will receive 3 notifications every 12 hours up to 36 hours. After 36 hours escalation messages will be sent to the Nodal Officer, CIHD Nodal Officer and Admin for immediate action every 4 hours.

The color code of the message is followed to enable Nodal Officer to prioritize the approval process based on the time of the submission of the application.

***Note: - If any application is returned by the Nodal Officer seeking clarification on the submitted documents the timeline of 48 hours will start again from the reply of the Consignee.***

After approval by Nodal Officer the Applicant will be notified via email/SMS/WhatsApp

**Dear Applicant,**

Your application REG-0000044, for <deceased name> having passport number <Passport No.> to transport Human Remains 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 Human Remains of <deceased name> with Canceled Passport Number <Passport No.> to Cargo and upload the Air Waybill (AWB) details along with the email id of the airlines, Designated contact person to collect human remains name, mobile number, email id, contact address to download the provisional clearance certificate.

**Manager Airlines:** - This message is clearance from APHO for booking and transporting the Human Remains to the destination Airport by verification and taking the original documents for submission at the APHO of destination Airport.

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**

***Note: This email and message of approval by the Nodal Officer in the eCARE Portal can be used by the individual consignee for the booking of the cargo by Airlines.***

## Method of Booking the Cargo by Airlines: -

The consignee can send the Nodal Officer approval message from the eCARE portal by email to the Airline for booking the cargo. The formalities of submitting the original documents for sending with the Human Remains Cargo are to be complied with, by the Consignee.

The Airlines must verify the original documents submitted by the consignee with the application number, deceased name and passport number for booking as cargo. The Airlines must ensure the same is submitted to the APHO for final clearance.

The submitted application along with their status will be visible in the My Application screen of the applicant.



## Ashes Application

If the Applicant/user selects the "Ashes" option, a new declaration page specific to ashes-related applications will appear on the screen. This page will provide the necessary sections and features related to the processing of ashes applications.

The screenshot displays the 'HUMAN REMAINS CLEARANCE APPLICATION DECLARATION' page in the eCARE system. The page is titled 'e-Clearance for Afterlife Remains' and shows a user named 'Welcome Flami'. The 'Type of Remains' is set to 'Ashes'. The form includes several sections with mandatory document requirements and yes/no questions:

- Packing and sealing certificate of the urn:** (Please make sure that the embalming certificate fulfills below mentioned conditions)
  - Are the ashes contained in the urn with an outer packing of suitable material, from the crematorium? 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 the concerned 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, is the reason mentioned on the NOC? Yes  No
- Cancelled passport:**
  - Scanned copy of Front and Back side of the cancelled passport. 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.

If applicant/users select the ashes option, then a new page should come on the screen on this page user provide the information. After proceeding to this page, the user will land on the application detail page.

The user filled out the application form and one new document uploading option "Packaging and sealing certificate of the urn" comes on the screen. The user should upload the document for this option.

**To be submitted by consignee.**

Name of Deceased\*

Passport Number\*

Repatriate from\*

Repatriate via\*

Type of Remains

Packing and sealing certificate of the urn\*  Endorsement.pdf

Death Certificate\*  Death Certificate.pdf

NOC from Indian Embassy of concern country\*  NOC from Indian Embassy.pdf

Cancelled passport\*  Cancelled copy of passport.pdf

Certificate of packaging of Human Remains as per WHO guidelines  Certificate of Packaging.pdf

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

Activate Windows

After submitting the application form all the further processes will be the same as the previous Human Remains application process.

Applicants will also receive notifications on email/SMS/WhatsApp confirming the same.

**Dear Applicant,**

We have received your application to transport Ashes to India. Once documents are verified you will be intimated.

This is system generated message/mail. Please do not reply to this message/email.

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

After approval by Nodal Officer the Applicant will be notified via email/SMS/WhatsApp

**Dear Applicant,**

Your application REG-0000044, for <deceased name> 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> with Canceled Passport Number <Passport No.> to Cargo and upload the Air Waybill (AWB) details along with the email id of the airlines, to download the provisional clearance certificate.

Manager Airlines: - This message is clearance from APHO for booking and transporting the Ashes to the destination Airport by verification and taking the original documents for submission at the APHO of destination Airport.

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**

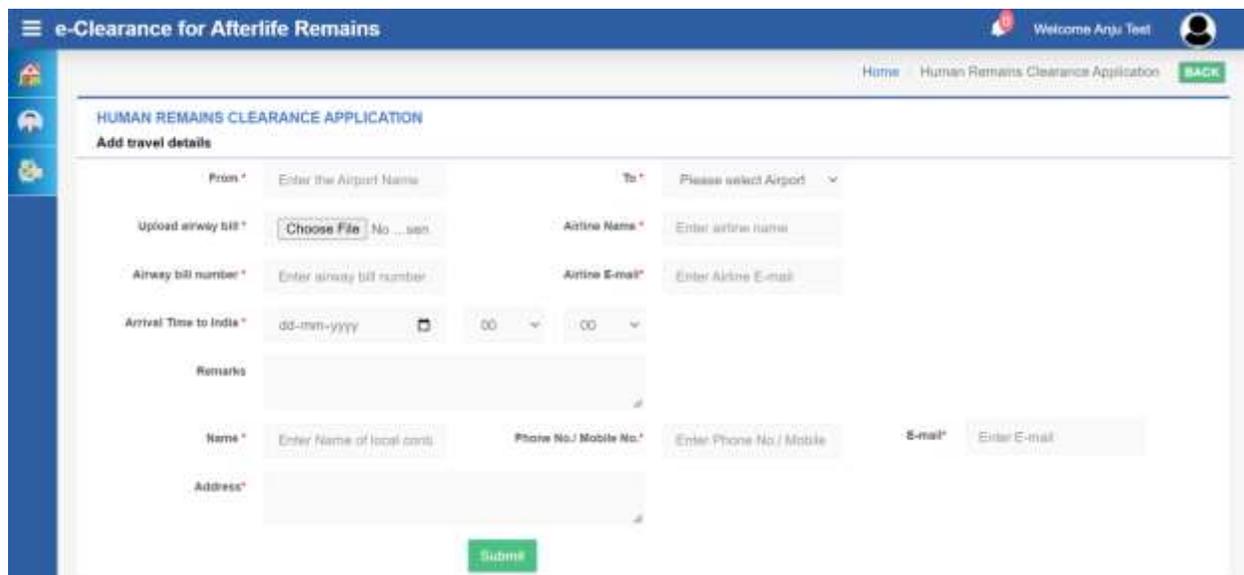
***Note: This email and message of approval by the Nodal Officer in the eCARE Portal can be used by the individual consignee for the booking of the cargo by Airlines.***

## Procedure to generate the Provisional Clearance Certificate for Transport of the Human Remains/Ashes.

Its **mandatory** for the Consignee to Add the Transport details, upload AWB copy, Airlines Name, flight number and arrival date and time(Indian Standard Time (IST)), airlines email id, Designated person to receive the human remains name, contact number, email id and address for generating the Provisional Clearance Certificate which is to be submitted to the APHO of the destination Airport for final clearance.

### Add Transport details in Approved Application

Applicants get notified to upload transport details once application is approved in all aspects by Nodal Officer.



The screenshot displays the 'e-Clearance for Afterlife Remains' web application interface. The page title is 'HUMAN REMAINS CLEARANCE APPLICATION' with a sub-section 'Add travel details'. The form includes the following fields:

- From\***: Enter the Airport Name
- To\***: Please select Airport (dropdown menu)
- Upload airway bill\***: Choose File (No ... seen)
- Airline Name\***: Enter airline name
- Airway bill number\***: Enter airway bill number
- Airline E-mail\***: Enter Airline E-mail
- Arrival Time to India\***: dd-mm-yyyy (calendar icon), 00 (dropdown), :00 (dropdown)
- Remarks**: Text area
- Name\***: Enter Name of local conts
- Phone No./ Mobile No.\***: Enter Phone No / Mobile
- E-mail\***: Enter E-mail
- Address\***: Text area

A green 'Submit' button is located at the bottom center of the form.

Applicant can further upload transport details, AWB, Airlines, flight details arrival time in IST at the destination Airport, designated contact person name, mobile number, email id, address and submit the application.

- Once approved, the Applicant will receive a Provisional Clearance Certificate and the application will be transferred to APHO for further steps.
- Once this detail is submitted the Airline name, arrival details/AWB details/Provisional Clearance Certificate will be sent to the APHO of the state/cargo transporting Airlines/Designated Person receiving the Human Remains in the destination Airport.
- Message format sent by email/SMS/WhatsApp to Consignee/Airlines/Designated person/APHO of the Destination Airport/Nodal Officer/CIHD.

- Its mandatory for the Airlines to attach the Provisional Clearance Certificate which is sent to the Airlines email id when the Consignee uploads the Transport details page in the eCARE portal for generating it with the application for final clearance with the Destination APHO.

***Note: Airlines will be responsible for handing over the original documents for the Human Remains clearance to the APHO for getting a final clearance.***

# Provisional Clearance Certificate (Sample)

Applicant, Airlines, Designated person to receive the human remains and APHO can view and download the provisional clearance certificate.

**e-Clearance for Afterlife Remains (eCARE)**

**Provisional Clearance**

Registration No. \_\_\_\_\_

Documents of Late Mr/Mrs \_\_\_\_\_ with  
cancelled passport number \_\_\_\_\_ with travel  
are checked & found to be ok

**AIRLINES**

The concerned Airline staff must show the original documents and submit a set of photocopy to **APHO**  
Airlines is responsible for submission of all required documents for final clearance.

**TRAVEL DETAILS**

The Human Remains are booked via \_\_\_\_\_ **Airline**  
**Date** \_\_\_\_\_ **Time.** \_\_\_\_\_

**LOCAL CONTACT DETAILS**

The consignee referred \_\_\_\_\_ local contact to collect the  
Human Remains. the details are \_\_\_\_\_ **Name**  
\_\_\_\_\_ **Phone** \_\_\_\_\_  
\_\_\_\_\_ **Email ID** \_\_\_\_\_ **contact address.** \_\_\_\_\_

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

## Nodal Officer Workflow

Nodal Officer can be login on the same login page with this URL

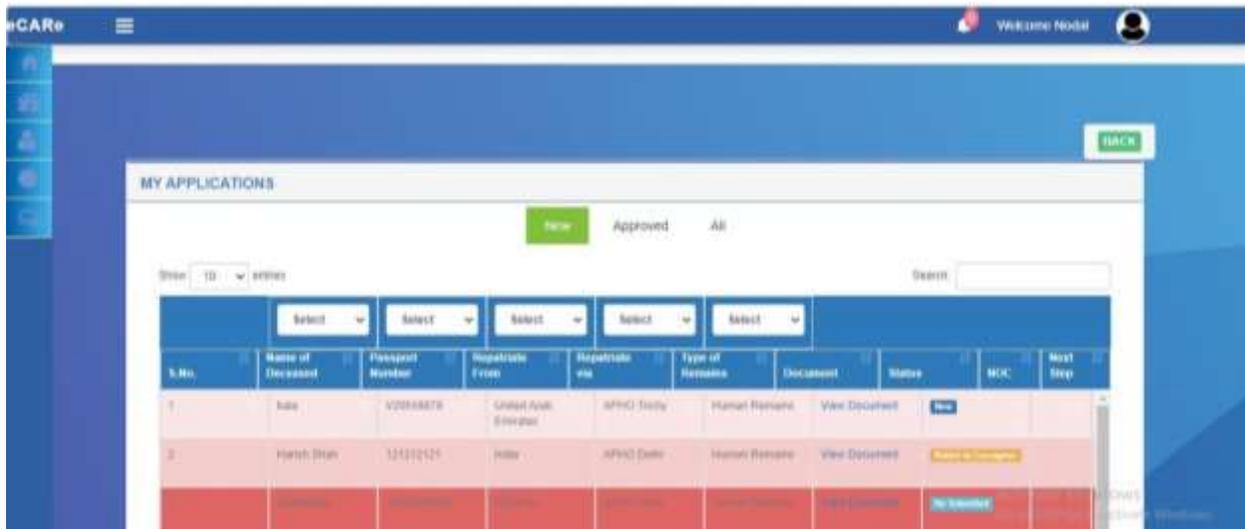
<https://ecare.mohfw.gov.in>



- Nodal Officer can login with the credentials provided by admin to the Nodal Officers.
- After logging in Nodal officer land on the home page, they can update the profile details like address, email, and Mobile number etc.

## Application / Document Verification

All submitted applications by applicants are visible to the Nodal Officer.



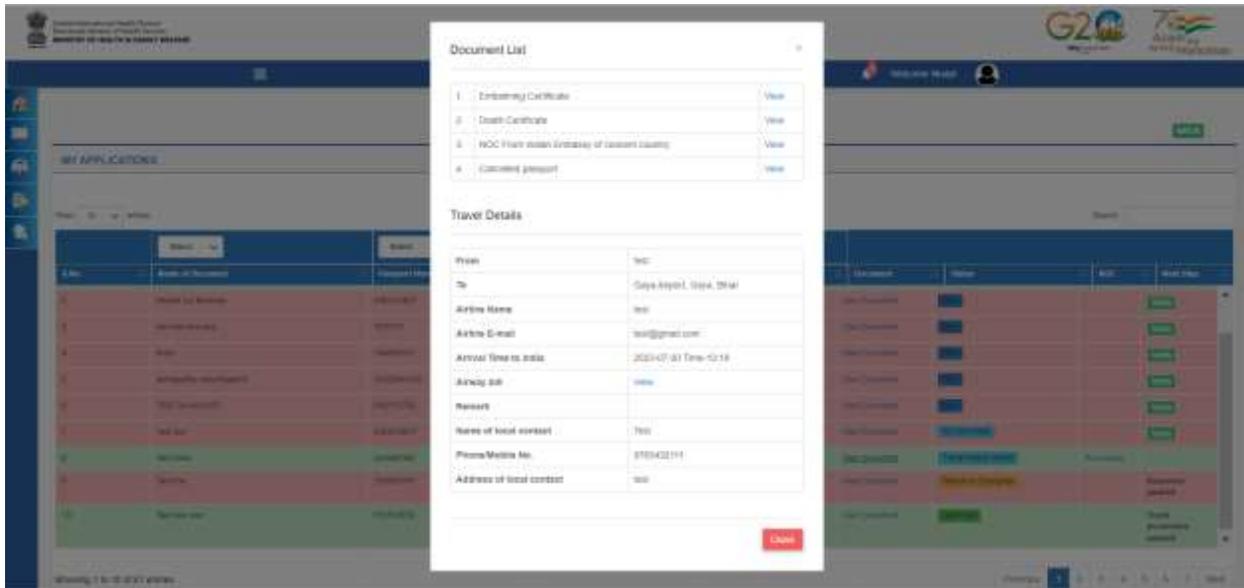
- Nodal officer checks and verifies application along with all the uploaded documents of the applicant.

The screenshot shows a document verification form with the following sections:

- MOC 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**:
  - Final Remark: Documents verified

An 'Approve' button is located at the bottom of the form.

- Approved application status reflected on the Nodal Officer and applicant dashboard.
- Applicants get notified and can further upload transport details, Airline information, documents, and other relevant details.



- After the approval by nodal officer the applicant will receive the message for provisional clearance which can be used for booking the AWB and after furnishing the details of AWB in the portal by applicant, a Provisional Clearance Certificate will be issued and shared with Airlines, Applicant and the APHO for further steps.

## Application Return to Applicant

The screenshot shows a web application interface for 'HUMAN REMAINS CLEARANCE APPLICATION VERIFICATION'. At the top, there is a header with 'Welcome Nodal' and a user profile icon. Below the header, the application details are displayed: 'Name of Deceased: Syarif Luf Munzir', 'Passport Number: ASD123837', 'Repatriate via: APHO/DoH', and 'Type of Remains: Human Remains'. The form is divided into two main sections: 'Embalming Certificate' and 'Death Certificate'. Each section contains two verification questions with 'Yes' and 'No' radio buttons. The 'Embalming Certificate' section has a 'Document not Translated in english' note and a green circular icon. The 'Death Certificate' section also has a 'Document not Translated in english' note. A 'BACK' button is visible in the top right corner.

- If the Nodal officer found any discrepancy in the provided information by the applicant, they can add relevant remarks and send back the application to the applicant.
- Applicant can amend the application and add the correct attachment before resubmitting the applications back to the Nodal officer.
- Resubmitted Applications and documents get re-verified and further Approved by the Nodal Office.

**Note: - Only one Application for the deceased with their passport details will be allowed by the eCARE Portal, and no duplicate application is possible for the same by another consignee. If the consignee wants to withdraw/delete the application, then an email stating the reason for the same needs to be sent to the nodal officer.**

## APHO workflow

Airport Health Officers (APHO) are deployed on all listed Major Indian airports.

- APHO can Login to the Application using Username/Password and Mobile OTP based authentication.
- They will get intimation by email and SMS/WhatsApp as soon as consignee registers for human remains clearance and this airport is Destination. At each step the APHO will be intimated by email and SMS/WhatsApp.
- Download Provisional Clearance Certificate provided by Nodal Officer.
- View air tickets uploaded by the consignee for planning the clearance.
- Destination receiving person details will be received by APHO for any Public Health requirements or if any follow-up is needed on the documentation.

## APHO Dashboard

- All approved applications along with the documents and related information are visible to relevant APHOs for Physical verification of documents and Human remain.
- APHO can coordinate with the Nodal Officer and alert on the documents if they feel its deficient for return to the consignee for modification and re-submission.



## Verification of Human Remains and Physical Documents

- Once Human Remains arrives, APHO verifies HR/Ashes along with the Provisional Clearance Certificate and all original documents uploaded by the applicant.
- Upon successful verification NOC will be issued to the Applicant/Designated Receiving Person or Authorized representative.
- APHO will update the arrival date and time along with the remarks in the application.

The screenshot shows the 'HUMAN REMAINS CLEARANCE APPLICATION' interface. The 'Verify remains' section includes a date field for 'Arrival time to India' (08-08-2021), a time field (00:00), and a 'Remarks' text area containing 'EXEMPT REMAINS'. A green 'Submit' button is located below the form.

- And further upload copy of NOC document issued to the Applicant/Local contact in the application.
- Application workflow complete after uploading NOC, status of the application will be updated on all stakeholders.
- Application status will be changed to "Clearance certificate added" and all stakeholders can view the Final No Objection certificate from the application.

The screenshot displays the 'MY APPLICATIONS' dashboard with a table of application records. The table has columns for No., Name of Deceased, Passport Number, Repatriate From, Repatriate via, Type of Remains, Document, Status, NOC, and Next Step. Two records are visible, both with a status of 'Approved' and a next step of 'Final'.

No.	Name of Deceased	Passport Number	Repatriate From	Repatriate via	Type of Remains	Document	Status	NOC	Next Step
1	Rajesh Kumar Singh	079787676	United Kingdom	APHO Thru	ashes	View Document	Approved	Clearance Certificate Added	Provisional Final
2	Jain K S	44878837		APHO Thru	Human Remains	View Document	Approved	Clearance Certificate Added	Provisional Final

## Airlines Responsibility

1. Ensure that the AWB is issued after the due checking of the e-clearance message from eCARE.

The Airlines must ensure the Consignee who applied in the eCARE portal share the approval message received via email/WhatsApp/SMS depicting the e-clearance given by the Nodal Officer of eCARE portal for booking the cargo.

2. Verifying the original mandatory documents before issuing the AWB.

The booking of the cargo and issuing AWB must be done only after verifying the four mandatory original documents for Human Remains clearance.

3. If in doubt, then verifying the authenticity of the message from nodal officer via email.

If the airlines have any doubt on the eCARE approval clearance message given by the applicant, then the Airlines can verify the authenticity of the clearance message from the Nodal Officer by sending an e-mail with the Reg. No, Name of the deceased, Passport Number, Date of clearance and the name of the destination Airport.

4. Ensure that the applicant/consignee adds the AWB and the designated persons details in the eCARE portal.

The Airline must ensure that Applicant adds the Transport details in the eCARE portal. Applicant must attach Airway Bill, to give Airlines name, flight arrival time in India (in IST), email id, Designated person (who will receive the Human remains in the Airport) details including name, mobile number, email id and address in the portal. After furnishing the Transport details by the Consignee, the Airlines will get the Provisional Clearance Certificate by email from the eCARE Portal. This certificate is mandatory for the Airlines before loading the human remains cargo in the airplane.

5. Submit all the documents to the concerned APHO after arriving at the destination.

The Airline Carrying the human remains should bring the copy of provisional clearance certificate and other mandatory documents in original as well as one set of xerox copy and submit it to the APHO at the destination Airport for verification upon arrival for the final clearance.