

When the move gets *complicated*

Five practical response cards for the moments that can make an India assignment feel stuck. Stabilise what matters, preserve the record, use the right route, and say only what is known.

5

scenario cards

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shared response rule

IN SHORT

- A stuck moment feels bigger when nobody knows who owns the next move.
- Stabilise people first, preserve the record, use the approved route, and state only what you know.
- A message sent is not automatically a request received, a form filed, an approval, or an outcome.

A stuck moment feels bigger when nobody knows who owns the next move. These cards are outward-facing versions of the practical playbooks behind a relocation: **what to do first, what not to improvise, and who needs the next real response**. They are routing notes, not promises of approval, a medical diagnosis, a legal opinion, or a claim that a message has been received.

THE SHARED RESPONSE RULE

Stabilise people first, preserve the record, use the approved route, and state only what you know. A message sent is not automatically a request received, a form filed, an approval, or an outcome. Keep those states separate.

01 FIVE PRESSURE POINTS · FIVE CLEAN ROUTES

Use the card that matches the moment

Read the first move before you start forwarding documents or making promises. The current receiving team, signed lease, visa position, insurance policy, and local process control the actual next step.

01 FIRST WEEKS

PAN and FRRO are not moving together

Signal: A bank or receiving team wants PAN, FRRO proof, or the Residential Permit while another part of the move is still in progress.

FIRST MOVE

1. Write down the exact request, sender, date, and what it is blocking.
2. Use the approved route for the passport, visa, arrival stamp, PAN application details, or FRRO reference that was actually requested.
3. Ask the consultant and receiving bank or team which current KYC item they accept while the pending track is open. A temporary route such as Form 60 may apply for a bank, but the bank must confirm it.

Do not: open a second e-FRRO application, upload conflicting address proof, share an OTP, PIN, or password, or call a pending item approved.

Route: PAN and FRRO are separate tracks. The receiving bank or authority controls its own KYC decision; your consultant can line up the current document request.

“My FRRO process is in progress. Please confirm the exact document you need now and the next step for the pending item.”

02 YOUR HOST

The landlord refuses or has not filed Form C

Signal: The host says the assignee must file Form C, will not confirm the report, or cannot provide the Form C reference after the stay is reported.

FIRST MOVE

1. Keep the exchange in writing and note the check-in date, property address, host name, and the exact response.
2. Send only the requested passport, visa, arrival, and photo copies through the approved lease route.
3. Ask your consultant to brief the host. In a corporate lease, confirm whether the employer or another named lessee is the host for this filing.

Do not: file as the host when you are not the host, invent a reference number, or treat a sent copy as proof that the report was filed.

Route: Form C is the host's reporting duty, separate from your FRRO registration. Ask the receiving host or team for the real reference or a clear next step.

“Form C is the host filing for this stay. Please confirm who is filing it, the route being used, and share the reference after the filing is actually complete.”

03 SAFETY FIRST

A medical emergency happens

Signal: Someone is seriously ill, injured, or in immediate danger. This card is a logistics prompt, not medical advice.

FIRST MOVE

1. For emergency assistance in India, call **112** or use the local emergency route already written on your filled emergency card. Give the operator the location and callback number.
2. Follow emergency services or hospital direction. Take the insurance and emergency cards if they are safe to reach.
3. When immediate care is underway, tell the consultant, HR contact, and insurer through the approved route. Cashless treatment depends on the policy and hospital, so do not wait for a pre-approval promise.

Do not: wait for a consultant to authorise urgent care, self-diagnose from a message thread, or post a person's medical details in a group chat.

Route: Emergency services and the hospital own the immediate response. The consultant can help with practical coordination after care is moving.

"This is an emergency at [location]. We have called 112. Please help us reach the hospital and insurer route once immediate care is underway."

04 YOUR HOME

Monsoon damage or seepage appears

Signal: Water enters, a ceiling or wall shows damp, a drain backs up, or an electrical fitting becomes unsafe during heavy rain.

FIRST MOVE

1. Move people and electronics away from the hazard. Do not touch wet electrical equipment; isolate power only if it is safe to do so.
2. Take dated photos or video from a safe position and note when it started, where it is spreading, and what is at risk.
3. Tell the landlord or society and your consultant in writing through the approved route. Ask who is inspecting and what you should do next.

Do not: climb into unsafe areas, open concealed wiring, patch or alter the property without agreement, or decide liability before the lease and inspection are considered.

Route: The landlord or society handles the property response. Your record helps the consultant surface the issue early; a serious safety threat belongs with local emergency services.

“Rainwater entered at [place] on [date and time]. People are safe, photos are recorded, and the affected area is [description]. Please confirm the inspection and safe next step.”

05 WHEN YOU LEAVE

The assignment ends early

Signal: A transfer, role change, family need, or business decision may bring the assignment to an early close.

FIRST MOVE

1. Find the signed lease and mark the notice, lock-in, deposit, handover, and diplomatic or transfer-break clauses.
2. Tell HR and your consultant before committing to a move-out date. Build one written timeline for notice, home handover, shipment, immigration, and banking.
3. Ask the landlord or receiving team to confirm the actual next step in writing. Exact terms depend on the signed lease, local process, and the parties' response.

Do not: stop paying, surrender keys, promise a deposit return, or treat a verbal conversation as an accepted termination.

Route: Your consultant and HR can coordinate the lease conversation and exit work. A legal or tax adviser may be needed for your specific facts; no card can decide the outcome.

“Our assignment may end earlier than planned. Before we set a date, please confirm the signed lease route, notice requirements, handover steps, and who will acknowledge the next move.”

02 THE ONE-SCREEN CHECK · EVERY SCENARIO

Before you send the next message

A clean handoff

- ☐ **People are safe**, or the emergency route is already active
- ☐ The exact **issue, date, location, request, and owner** are written down
- ☐ Photos or documents go through the **approved route only**
- ☐ The next state is clear: **sent, received, filed, under review, approved, or unresolved**
- ☐ You have not promised an **outcome or timing** that belongs to another team

How IKAN can help route it

- ✓ We can help identify **which owner needs the next response**: consultant, host, landlord, society, HR, insurer, or receiving team.
 - ✓ We can help make the **record and document request** clear before it travels through the approved route.
 - ✓ We can explain the next step after a **real acknowledgement**, without calling a sent message filed or approved.
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The calmest response is usually the most exact one: protect the person, preserve the facts, route the request, and wait for the real owner to answer.

YOUR IKAN RELOCATIONS TEAM

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These cards are practical routing notes, not legal, immigration, tax, medical, insurance, or safety advice. For an emergency use emergency services. Visa, lease, tax, insurance, property, and receiving-team decisions depend on your exact facts and the current local process. This guide is web-first and makes no claim that the downloadable pack has already been rebuilt.