



**High Commission of India  
Kuala Lumpur**

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**Citizen Charter for Consular Services**

The Citizen's Charter of the Consular wing of the High Commission of India, Kuala Lumpur aims to provide information on the commitment to render various consular services to both Indian as well as foreign nationals in a transparent manner. The information pertaining to various services provided at the mission is placed in the table below:-

<b>Type of Service</b>	<b>Information/ Link where information is provided</b>
Passport services	<a href="https://hcikl.gov.in/home/Passport/Passport">https://hcikl.gov.in/home/Passport/Passport</a>
Emergency Certificate	<a href="https://hcikl.gov.in/home/Passport/Emergency-Certificate">https://hcikl.gov.in/home/Passport/Emergency-Certificate</a>
OCI Services	<a href="https://hcikl.gov.in/home/OCI/Person-of-Indian-Origin-Overseas-Citizenship-of-India-cards/Overseas-Citizenship-of-India">https://hcikl.gov.in/home/OCI/Person-of-Indian-Origin-Overseas-Citizenship-of-India-cards/Overseas-Citizenship-of-India</a>
Visa Services	<a href="https://hcikl.gov.in/home/Visa-Consular/VISA-Information-Visa-Services/Visa-Services">https://hcikl.gov.in/home/Visa-Consular/VISA-Information-Visa-Services/Visa-Services</a>
Consular Services	<a href="https://hcikl.gov.in/home/Visa-Consular/VISA-Information-Visa-Services/Visa-Services#">https://hcikl.gov.in/home/Visa-Consular/VISA-Information-Visa-Services/Visa-Services#</a>
FAQs on Consular Passport and Visa Services	<a href="https://hcikl.gov.in/home/Visa-Consular/FAQs">https://hcikl.gov.in/home/Visa-Consular/FAQs</a>
Fees Payable for Passport	<a href="https://hcikl.gov.in/home/Passport/Passport">https://hcikl.gov.in/home/Passport/Passport</a>
Fees Payable for Visa Services	<a href="https://hcikl.gov.in/home/Visa-Consular/VISA-Information-Visa-Services/Visa-Fees">https://hcikl.gov.in/home/Visa-Consular/VISA-Information-Visa-Services/Visa-Fees</a>
Fees Payable for OCI services	<a href="https://hcikl.gov.in/home/OCI/Person-of-Indian-Origin-Overseas-Citizenship-of-India-cards/Current-schedule-of-fees-payable-in-respect-of-various-oci-services">https://hcikl.gov.in/home/OCI/Person-of-Indian-Origin-Overseas-Citizenship-of-India-cards/Current-schedule-of-fees-payable-in-respect-of-various-oci-services</a>
Fees Payable for Consular services	<a href="https://hcikl.gov.in/home/Visa-Consular/Consular-Services/Fee-Schedule-For-Consular-Services">https://hcikl.gov.in/home/Visa-Consular/Consular-Services/Fee-Schedule-For-Consular-Services</a>
Website of the Outsourced Service Provider M/s IVS Global	<a href="https://icacmalaysia.com">https://icacmalaysia.com</a>
Booking of Appointments at High Commission	<a href="https://appointment.hcikl.gov.in/appointment">https://appointment.hcikl.gov.in/appointment</a>
Booking of Appointment at Outsourced Centre/ICAC	<a href="https://appointment.icacmalaysia.com">https://appointment.icacmalaysia.com</a>

Type of Service	Information/ Link where information is provided
Time line for services Visa	Minimum Three Working Days for Malaysian Citizens and least eight (8) working days for Non-Malaysians. For persons of Pakistan origin minimum twelve weeks subject to clearances. Days are excluding dates of submission and delivery. Add additional 2 working days for ICACs outside Kuala Lumpur.
Time Line for Passport Services	Minimum Seven to ten working days subject to Police Verification and Clearance from RPO in India. Excluding dates of submission of application and delivery. Add additional 2 working days for ICACs outside Kuala Lumpur
Time Line for Consular Services	Minimum Three to five working days. Days are excluding dates of submission of application and delivery. Add additional 2 working days for ICACs outside Kuala Lumpur.
Time Line for OCI Services	Minimum Six to eight weeks subject to clearance from Ministry of Home Affairs.

- Address of High Commission for Consular/Visa Services: Level 1, Wisma HRIH Lotus, 442, Jalan Pahang, Setapak, 53000 Kuala Lumpur.
- Indian Consular Application Centre, Outsourced services centre Address: Level 12-1, Sentral Vista, Brickfields 50470 Kuala Lumpur, Malaysia. Visit their website <https://icacmalaysia.com> for details of their branches.
- Emergency : In case of emergencies, Indian nationals needing assistance may call at the **Emergency Contact Number +60 12 602 0360** (Please note that this contact number is strictly for emergencies and not for routine services or queries. Kindly send a brief message regarding your Emergency on WhatsApp)
- Feedback/Grievance: For any feedback, suggestion or in case of grievances, Indian citizens can reach the Consular Wing/Officers during the Open house sessions conducted monthly (every 1<sup>st</sup> and 3<sup>rd</sup> Thursday at the Consular wing from 1430 hrs – 1630 hrs. )

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