



**High Commission of India
Kuala Lumpur**

[Labour Wing]

**Advisory to Next of Kin on Submission of Compensation Claims for
Deceased Indian Workers in Malaysia**

The High Commission extends its sincere condolences to the family members of the deceased workers. This advisory has been prepared to assist the next of kin to understand the procedure for submitting compensation claims and to facilitate the timely processing of applications.

2. The next of kin are advised to first contact the High Commission of India, Kuala Lumpur, to ascertain their eligibility to submit a compensation claim.

3. The High Commission will examine the particulars of the case and advise whether the next of kin are eligible for claim and whether it falls under the Social Security Organisation (PERKESO) of Malaysia or the Ministry of Human Resources (Ministry of Labour), Malaysia, depending on the date of the incident and the applicable legal provisions. After confirmation from the High Commission, the next of kin are advised to fill in the relevant application forms, which are **enclosed**.

3. For cases arising on or after 1 January 2019, compensation claims are administered by the Social Security Organisation (PERKESO) of Malaysia. Claimants should carefully follow the PERKESO guidelines while completing the application forms and compiling the required supporting documents. Depending on the family circumstances, different supporting documents are required. Where the deceased worker was unmarried, documents relating to the parents and siblings must be submitted. Where the deceased worker was married, documents relating to the surviving spouse and children are required. All supporting documents must be in English or accompanied by an officially accepted English translation, wherever applicable.

4. After completing the application forms, claimants should first scan and email the completed forms together with scanned copies of all supporting documents to the High Commission for preliminary scrutiny. This

preliminary review is intended to ensure that the forms have been completed correctly, all mandatory fields have been filled, and the necessary supporting documents have been included. This step will help minimize delays arising from incomplete or incorrect submissions.

5. The original application forms and supporting documents should be dispatched to the High Commission only after the High Commission has confirmed by email that the application has been correctly completed and is ready for submission. Once the original documents are received, the High Commission will verify the supporting documents by affixing its official stamp and the authorised officer's signature before forwarding the application to PERKESO through the prescribed channel.

6. It should be noted that, in accordance with PERKESO requirements, the High Commission is required to verify only the supporting documents. The High Commission is not required to verify or certify any section of PERKESO Form 34-PA (Foreign Worker Notice and Benefit Claim Details).

7. Claimants are strongly advised to ensure that every detail entered in the application forms is complete, accurate and consistent with the supporting documents. Particular attention should be paid to names, passport details, identification numbers, dates, family relationships, bank account particulars, email addresses and telephone numbers. Any inaccurate, incomplete or inconsistent information may result in delays in processing, rejection of the application, or denial of compensation.

8. Bank account information should also be carefully verified. PERKESO will transfer compensation only to an individual bank account belonging to the eligible dependant. The required Bank Verification Letter or official bank confirmation must contain all mandatory banking particulars, including the account holder's name, identification number, bank name, bank address, account number, IFSC Code. The bank verification must bear the official stamp and signature of the issuing bank.

9. Claimants should also provide an active email address and telephone number with country code to facilitate communication regarding the progress of the claim and any additional information that may be required by PERKESO.

10. For cases arising prior to 1 January 2019, compensation claims are processed directly by the Ministry of Human Resources (Ministry of Labour), Malaysia, and not by PERKESO.

11. The relevant Ministry of Human Resources application forms are enclosed separately. These forms should be completed wherever applicable, together with the prescribed supporting documents.
12. As with PERKESO claims, claimants are requested to first email scanned copies of the completed application forms and supporting documents to the High Commission for verification of completeness and accuracy. The original application forms and supporting documents should be dispatched to the High Commission only after receiving confirmation that the applications have been correctly completed and are ready for onward submission.
13. The responsibility for ensuring the accuracy, completeness and authenticity of the information and documents submitted rests entirely with the claimant. The High Commission will provide guidance throughout the application process and will assist in forwarding complete applications to the appropriate Malaysian authority. However, the final assessment and decision on the claim rests solely with the competent Malaysian authorities.
14. Claimants are advised to retain copies of all documents submitted and to respond promptly to any request for additional information from the High Commission or the Malaysian authorities.
15. The High Commission remains committed to extending all possible assistance to the families of deceased Indian workers in Malaysia. Careful adherence to the prescribed procedures and submission of complete and accurate documentation will facilitate the timely processing of compensation claims and help avoid unnecessary delays.
