High Commission of India,
Malaysia - Kuala Lumpur

Public Notice

Subject: Passport Application Forms: Compulsory Online filling.

1. The Passport Seva Program has brought in a huge transformation towards delivery of Passport Services in India. More than one crore passports are being issued every year through the Passport Seva system. The Ministry of External Affairs, Government of India, took many significant steps to improve the service delivery experience for the citizens. Not only did the work of simplifying Passport rules and procedures has been achieved but passport services have also been taken closer to the doorsteps of the citizens. In recent years, considerable improvement both in terms of procedure and timelines have been implemented, which has enabled faster delivery of passport services to applicants in India and abroad.

2.(i) The Ministry has initiated the integration of Passport Seva Program at all Indian Embassies and Consulates across the globe.
(ii) As part of worldwide implementation of Passport Seva Project, **the Global Passport Seva Program has been rolled out for the Indian Diaspora living in Malaysia.**
(iii) The new system will help in easy and convenient application submission process, will usher in standardisation, digital overhauling, end-to-end status tracking, enhance security and make passport services more accessible and user friendly. It would be a further improvement and streamlining of the passport services rendered to Indian citizens living in Malaysia.

Major benefits of New Global Passport Seva System :-

1. Standardized scientifically designed form

2. Centralised database, real time access to information of all embassies and RPOs

3. Advanced Index and Prior Approval Category (PAC) check Algorithms integrated in the process - virtually impossible for anyone to get duplicate passport issued by applying at two locations

4. Uniformity of process (EO-VO-GO) for all services

5. For OSPs, Easier, Simpler (only 12 fields (primarily fee details) instead of 50+ fields in the old system) and more secure way to provide data to Mission. No need to cut plethora of CDs/DVDs. May upload fee data along with images and scanned documents multiple times during the day.

6. No need for Missions to send data for migration or log details in PRIDE application as same centralised database is used in all Missions and RPOs

7. Efficient Enquiry and MIS features

8. 24*7 support for application, network and security operations

9. All electronic, paperless and much expedited police verification process (no need for applicants to fill and submit pp forms in duplicate as the same is autogenerated from application, PV is directly downloaded at the police district headquarter/thana, and PVR is submitted online in the system by police in digitally signed manner). Overall PVR cycle time is around 15 days (as per the average of all states/ut's in India)

3. Indian citizens living in the jurisdiction of High Commission of India, Malaysia - Kuala Lumpur are advised to use the new portal **https://embassy.passportindia.gov.in/** **henceforth for availing Passport Services.**

4. **All applications are required to be completed Online.** Procedure is as follows:

(i) Applicants are required to do onetime registration at https://embassy.passportindia.gov.in/ (Passport Seva at Indian Embassies and Consulates) and create a USER ID.
(ii) Login using the newly created USER ID and fill in the user-friendly application form online at the same portal.
(iii) After submitting the form online, **take a print out of the application.**
(iv) Affix photo at the designated place. (Signatures are required to affixed before the Submission Officer of BLS International.)
(v) Submit the print out along with required documents and prescribed fee at the nearest BLS Centre.

5. Please visit Embassy website at **https://hcikl.gov.in/index** and BLS website at **http://blsinternational.com/blsintl/blsindia-malaysia.com/index.php** for detailed information.

6. Application would need to be completed **only through online mode** with effect **from 30st May 2019**.