

PRESS RELEASE
CHANGE OF SERVICE PROVIDER AT HIGH COMMISSION OF INDIA,
KUALA LUMPUR FOR CONSULAR, PASSPORT, VISA SERVICES IN MALAYSIA FROM
01.07.2025

The High Commission of India, Kuala Lumpur, has appointed M/s IVS Global Services as the new service provider for Consular, Passport and Visa (CPV) services in Malaysia with effect from 01.07.2025. OCI services are not outsourced and will continue to be provided at the High Commission of India only.

2. The CPV services will now be offered at six Indian Consular Application Centres (ICAC) across Malaysia in Kuala Lumpur, Penang, Ipoh, Melaka, Johor Bahru and Kota Kinabalu. Centres will be open on Saturdays also.

3 The ICAC at Kuala Lumpur will be located at Level 12-2, Menara Sentral Vista, 150, Jalan Sultan Abdul Samad, Brickfields, 50470, Kuala Lumpur. Locations of remaining ICACs is available at the website of M/s IVS Global Services (icacmalaysia.com)

4. The service fee to be paid to M/s IVS Global is MYR 9.95 apart from other charges as applicable. This service fee is inclusive of assistance in form filling, photocopy, photograph and courier services.

5. Appointments with M/s IVS Global from 01.07.2025 can be booked at the link <https://appointment.icacmalaysia.com/appointment.aspx>. As per this 30-day roll-on appointment system, fresh slots for appointments for the 30th day (or next working day, if that day is a holiday) will be open every working day at 1800h MYT. If applicants face any problems in booking appointments, they may email support@icacmalaysia.com or send a message on WhatsApp +60123692535 for assistance. Applicants may note the following: -

- (a) IVS Global will provide them with an appointment within five working days.
- (b) Tatkal Applicants are to visit HCI KL prior to submitting the application at ICAC.
- (c) Applicants for Tatkal Passports and Emergency Certificates will be provided with walk-in service at ICAC with no need for an appointment.

6. It is highlighted that M/s BLS International will be allowed to accept Consular and Passport services till 30.6.2025 only. The applications submitted at M/s BLS International till 30.6.25, and under process at the HCI KL will be handled as per following procedure: -

- (a) On completion of the process at HCI KL, they will be handed over to IVS Global ICAC at Kuala Lumpur.
- (b) Applicants are to collect them from IVS Global ICAC by producing the corresponding receipts.

Kuala Lumpur
17.6.2025

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