

Citizens' Corner

Welcome to the **Citizens' Corner** of the [High Commission of India, Wellington](#).

Visit or Contact Us:

High Commission of India

72 Pipitea Street
Thorndon
Wellington 6011
New Zealand

Office hours: Monday to Friday, 9:00 am–5:30 pm

Submission of applications/documents: 9:30 am–12:30 pm

Collection of documents: 4:00 pm–5:00 pm

Office telephone: [+64 4 473 6390](#)

The High Commission remains closed on notified holidays.

- [Click here for Detailed Contact Information](#)
- [Click here for Working Hours](#)
- [Click Here for Holiday List](#)

Consular Services and Jurisdiction:

Please click on the highlighted links below to access detailed information, application procedures, required documents, fees and other instructions.

Consular Information

- [Click here to access Consular Services](#)
- [Click here for Passport Services](#)
- [Click here for Police Clearance Certificate](#)
- [Click here for OCI Services](#)
- [Click here for Visa Services](#)
- [Click here for Attestation and Miscellaneous Services](#)
- [Click here for Consular Fees and Payment Instructions](#)

Important: [Check Your Jurisdiction](#)

The High Commission of India, Wellington has jurisdiction over:

- New Zealand
- Republic of Samoa
- Niue
- Vanuatu
- Cook Islands

Applicants residing in **Northland, Auckland and Waikato** must apply through the [Consulate General of India, Auckland](#).

Applicants residing in other regions of New Zealand, Samoa, Niue, Vanuatu and the Cook Islands may apply through the High Commission of India, Wellington.

Applicants should confirm their jurisdiction before completing an application or making payment.

Before Submitting an Application:

Applicants should carefully read the relevant service page and checklist if any before applying.

Important Points

- Complete the prescribed online application form.
- Upload all required photographs, signatures and supporting documents.
- Submit the printed application with all required documents.
- Pay the correct fee and attach the payment confirmation.
- Make separate payments for separate applications or services.
- Include a self-addressed prepaid courier envelope where required.
- Retain the application number, payment receipt and courier tracking number.

Note:

- a. Incomplete applications may not be processed and may cause delays.
- b. Avoid making confirmed travel arrangements before receiving the required passport, visa, OCI card or other document.

Important Payment Notice:

Fees are non-refundable. Wrong or excess payments will not be refunded. Applicants must verify the correct fee before making payment.

Useful Links:

- [Click here for Frequently Asked Questions](#)
- [Click here for Fee and Payment Instructions](#)
- [Click here for Working Hours](#)
- [Click here for the Holiday List](#)

Application Status, Enquiries and Grievances:

❖ Track Your Application

Please click on the appropriate link below to check the status of your application:

- [Click here to track a Passport or PCC application](#)
- [Click here to track an OCI application](#)
- [Click here to track a Visa application](#)

Applicants are requested to use the online tracking facilities and avoid calling the emergency number for application-status enquiries.

Important: Status Enquiries

Applicants should use the relevant online tracking portal for application-status updates. Routine status enquiries should not be made by telephone.

When submitting an enquiry, please provide:

- Full name
- Passport number
- Application or file number
- Type of service applied for
- Date and mode of submission
- Courier tracking details, where applicable
- Contact telephone number
- Clear description of the issue

[Click here for Section-wise Contact Details](#)

[Click here to submit Feedback or an Enquiry](#)

❖ Grievances and Assistance

Consular Grievances

Applicants whose matter remains unresolved after the applicable processing period may submit detailed grievance through the High Commission's enquiry or feedback facility.

- [Click here for Grievance Guidelines](#)
- [Submit an Online Grievance or Feedback](#)

MADAD Portal

Indian nationals requiring consular assistance abroad may register a grievance through the Ministry of External Affairs' MADAD portal. Applicants should provide complete details and upload all relevant supporting documents.

[Click here to access the MADAD Portal](#)

❖ Consular Open House

The High Commission conducts an Open House every working Wednesday from **4:00 pm to 5:00 pm** for consular matters and grievances.

[Click here for Open House details](#)

Emergency Assistance and Advisories:

❖ **Emergency Assistance**

For genuine emergencies involving Indian nationals, please first send a brief SMS explaining the emergency and assistance required to:

24×7 Emergency Mobile: +64 21 539 817

The emergency number is meant for situations such as:

- Death or serious medical emergency
- Serious accident or distress
- Urgent emergency travel-document requirements

The emergency number must not be used for routine enquiries, appointments or application-status requests.

[Click here for Emergency Assistance information](#)

Persons seeking emergency assistance should be prepared to provide their name, passport details, current location, contact information, details of the emergency and supporting documentary evidence.

For emergencies occurring in Northland, Auckland or Waikato, applicants should contact the Consulate General of India, Auckland:

Auckland emergency mobile: +64 21 222 7651

❖ **Registration and Public Information**

Indian nationals and students are encouraged to register their details with the High Commission to receive important information and assistance during emergencies.

- [Click here to register as an Indian National](#)
- [Click here to register as an Indian Student](#)
- [Click here to view Public Advisories](#)
- [Click here to view the latest updates](#)
- [Click here to contact the High Commission](#)

Applicants are advised to regularly check the official website for the latest procedures, fees, announcements and public advisories.

Important: The information on this page is intended as a convenient guide. Applicants must refer to the relevant service page for complete and current requirements. The High Commission reserves the right to request additional documents or information where required.

→ Useful Links:

Sl. No.	Portal / Website	Purpose	Official Link
1	Passport Seva at Indian Embassies & Consulates	For passport services through Indian Missions/Posts abroad.	https://mportal.passportindia.gov.in/mission/
2	MADAD Portal	For Indian citizens to register and track consular grievances abroad.	https://www.madad.gov.in/madad/
3	MADAD Student Registration	For Indian students abroad to register their details with the Government of India.	https://www.madad.gov.in/madad/StudentRegistration
4	Ministry of External Affairs, Government of India	Official website of MEA for statements, advisories, press releases and citizen services.	https://www.mea.gov.in/
5	Bureau of Immigration, India	For immigration-related information, arrival formalities and services relating to foreigners/OCI cardholders travelling to India.	https://boi.gov.in/
6	India Visa Online	Official portal for Indian visa, e-Visa and e-Arrival Card facilities.	https://indianvisaonline.gov.in/
7	e-Arrival Card	For eligible foreign nationals and OCI cardholders to submit arrival information before travelling to India.	https://indianvisaonline.gov.in/earrival/

Sl. No.	Portal / Website	Purpose	Official Link
8	OCI Services Portal	Official portal for OCI registration, OCI miscellaneous services and status enquiry.	https://ociservices.gov.in/
9	Ministry of Home Affairs – OCI Information	Official MHA information, guidelines, fees and FAQs on OCI services.	https://www.mha.gov.in/en/divisionofmha/foreigners-division/overseas-citizen-of-india-cardholder
10	e-Migrate Portal	For safe and legal overseas employment processes, especially for emigrant workers.	https://emigrate.gov.in/
11	Pravasi Bharatiya Bima Yojana	Government of India insurance scheme for eligible Indian emigrant workers.	https://www.mea.gov.in/pbby.htm
12	CPGRAMS Public Grievance Portal	Centralised public grievance redressal portal of the Government of India.	https://pgportal.gov.in/
13	MyGov India	Citizen engagement platform of the Government of India.	https://www.mygov.in/
14	India Code	Official digital repository of Central and State legislation in India.	https://www.indiacode.nic.in/
15	National Portal of India	Single-window access to Government of India information and services.	https://www.india.gov.in/
16	Apostille / Attestation Information – MEA	For document attestation and apostille-related information.	https://www.mea.gov.in/apostille-menu