

**High Commission of India
Yaoundé**

GRIEVANCE REDRESSAL SYSTEM

Mission's website <http://hciaounde.gov.in/index.php> can be visited any time to get all information required related to consular matter.

Consular services are being provided in timely manner. Mission takes up the issues of Indian Nationals directly with the concerned Ministry or local authorities for redressal of the issue expeditiously. The Mission is in constant touch with the Indian Community and provides all facilitation and handles all problems and other complaints/ grievances.

Following ways are available for redressal of any grievance;

1) By communication on Telephone /email;

a) By contacting Mission on Telephone/Mobile.

(i) Mission has introduced 24*7 Emergency Help Line Mobile No. +237- 672229274 for the benefit of Indian Nationals to search help in any emergency like medical emergency or death case.

(ii) For redressal of any other consular related problems like the queries / status enquiry of Visa/ Passport/OCI can also be sought on by contacting on telephone number +237-2222180 68 on working hours 0900 hours to 1730 hours on all working days (from Monday to Friday), except official holidays

(iii) On non-working hours and non-working days, Mission can be contacted on **24*7 helpline Number +237 672229274**

(b) By Contacting Mission through E-mail

Any consular related query or grievance can be addressed by sending an email to the High Commission email. cons.yaounde@mea.gov.in or hoc.yaounde@mea.gov.in

(2) By Visiting High Commission on working Hours on all Working Days;

The Consular desk at the High Commission can be visited by any Indian National without getting any prior appointment for consular related grievances on any working day from 0900 hrs to 1730 hours on working days from Monday to Friday (except Saturday, Sunday and any official holidays).

In case the grievance is not solved by above mentioned consular desk, the Indian National can meet Head of Chancery and High commissioner with prior appointment on any working days .

(3) By putting grievances / complaints on MADAD portal ;

Click on the link: <https://madad.gov.in/Appconsular/welcomeLink>