

**Embassy of India
Beirut

GRIEVANCE REDRESSAL

Mission's website <http://www.indianembassybeirut.gov.in> can be visited any time to get all information required related to consular matters.

Consular Section Staff have been appointed and the consular services are being provided in timely manner. Mission takes up the issues of Indian Nationals directly with the General Security 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 **24X7 Emergency Help Line (Mobile No. +961-76860128)** for the benefit of Indian nationals to seek 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 00961-1-735856 on working hours 0900 hours to 1730 hours on working days (from Monday to Friday, except official holidays).

(iii) **On non-working hours and non working days Embassy can be contacted on Telephone Number : 00961-1-735922 or 24X7 Emergency Help Line (Mobile No. +961-76860128).**

(b) By contacting Mission by Email

(i) Any consular related query or grievance can be addressed by sending an email to the Embassy on email: **cons.beirut@mea.gov.in**

In case no response received from above mentioned two email ids,

Please contact on email id: amb.beirut@mea.gov.in

(2) By Visiting Embassy on Working Hours on Working Days:

(a) By Visiting to the Embassy :

Embassy can be visited by any Indian National **without getting any prior appointment for consular related grievances** and meet with our following consular team to redress any type of consular related query on any working day from 9:00 hrs to 17:30 hours on working days from Monday to Friday, except Saturday, Sunday and any official holidays.

Sr. No.	Name with Designation	Contact Number
1	Sh. Ajay Kumar, Second Secretary (Cons & Com)	+961-1-735847 cons.beirut@mea.gov.in com.beirut@mea.gov.in
2	Sh. Samir Kumar Khawas, ASO(Visa & Com)	+961-1-735856
3	Sh. Pankaj Mota, ASO (Passport & Consular)	+961-1-735856
4	Ms. Nada Noureddine, Consular Assistant	+961-1-735856
5	Ms. Baria Al Khatib, Clerk	+961-1-735856

In case the grievance is not solved by above mentioned consular team

Any Indian National can meet Ambassador/Charge d Affaires without prior appointment on any working days in working hours

Ambassador-now vacant

**Sh. Sandeep Grover,
Charge d' Affaires, Email id: hoc.beirut@mea.gov.in**

Tel No: 00961-741280

Fax: 00961-1-741278

Email id: amb.beirut@mea.gov.in

(3) By putting grievance/complaints on MADAD portal :

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