

Pusat Layanan Permohonan Visa Tiongkok Surabaya

Panduan Layanan Nilai Tambah Baru

Untuk lebih meningkatkan layanan permohonan visa dan memenuhi kebutuhan pemohon yang beragam serta bersifat individual, Pusat Layanan Permohonan Visa Tiongkok Surabaya akan meluncurkan beberapa layanan nilai tambah baru mulai **3 Agustus 2026**.

Untuk memudahkan pemohon memahami dan menggunakan layanan tersebut, berikut dijelaskan pemohon yang berlaku, ruang lingkup layanan, prosedur, dan biaya masing-masing layanan nilai tambah.

I. Layanan Permohonan Melalui Pos (Seluruh proses tanpa perlu mengunjungi pusat layanan visa)

Pemohon yang Berlaku: Berlaku bagi pemohon yang ingin mengajukan permohonan visa melalui pos tanpa perlu datang langsung ke Pusat Layanan Permohonan Visa.

Ruang Lingkup Layanan:

1. Menerima dokumen permohonan visa melalui pos sehingga seluruh proses permohonan dapat dilakukan tanpa tatap muka.
2. Menyediakan layanan penerimaan dokumen, verifikasi awal, pemberitahuan apabila diperlukan dokumen tambahan, serta panduan pengajuan permohonan.
3. Menyediakan layanan pengiriman paspor dan hasil visa melalui jasa kurir, termasuk pengiriman dua arah.
4. Menyediakan layanan pemberitahuan perkembangan permohonan visa secara gratis sehingga pemohon dapat memantau status permohonannya secara real-time.

Keunggulan Layanan:

1. Seluruh proses dilakukan secara jarak jauh.
2. Tidak perlu mengunjungi Pusat Layanan Permohonan Visa selama proses pengajuan.
3. Menghemat waktu dan biaya transportasi.
4. Memberikan informasi perkembangan permohonan secara tepat waktu.

Prosedur Pengajuan:

1. Pemohon terlebih dahulu menghubungi Pusat Layanan Permohonan Visa melalui telepon atau email untuk memastikan kelayakan penggunaan layanan ini dan menandatangani surat pernyataan. Setelah kelayakan dikonfirmasi, pemohon mengirimkan paspor beserta dokumen permohonan melalui jasa kurir (biaya pengiriman ke pusat ditanggung oleh pemohon).
2. Pusat Layanan Permohonan Visa menerima dokumen dan melakukan verifikasi awal.

3. Petugas akan menghubungi pemohon untuk mengonfirmasi dokumen serta menyelesaikan proses pembayaran.
4. Permohonan akan diproses sesuai prosedur standar.
5. Setelah proses permohonan visa selesai, Pusat Layanan Permohonan Visa akan memberitahukan hasilnya melalui WhatsApp atau email.
6. Paspor akan dikirim ke alamat yang ditentukan oleh pemohon (biaya pengiriman dibayarkan pada saat penerimaan).

Biaya: Rp398.000/paspor

II. Layanan Penyimpanan Sementara Paspor dan Perpanjangan Waktu Pemrosesan pada Hari Kerja (Menghindari Kunjungan Berulang)

Pemohon yang Berlaku: Berlaku bagi pemohon yang telah datang ke Pusat Layanan Permohonan Visa tetapi belum dapat mengajukan permohonan secara langsung karena proses peninjauan daring masih berlangsung, atau bagi pemohon yang proses peninjauan daringnya selesai setelah jam layanan normal pusat sehingga tidak dapat mengajukan permohonan pada hari yang sama.

Ruang Lingkup Layanan:

1. Menyediakan layanan penyimpanan sementara paspor pada hari kerja bagi pemohon yang memenuhi persyaratan.
2. Menyediakan layanan koordinasi antara peninjauan daring dan proses pengajuan secara langsung, dengan petugas khusus yang memantau perkembangan peninjauan daring.
3. Memberikan prioritas pemrosesan setelah peninjauan daring disetujui sehingga mengurangi waktu tunggu akibat perbedaan waktu.
4. Mengurangi waktu tunggu di lokasi serta kebutuhan untuk datang kembali ke pusat layanan, sehingga meningkatkan efisiensi dan kenyamanan.

Keunggulan Layanan:

1. Mengurangi waktu tunggu di pusat layanan.
2. Tidak perlu melakukan kunjungan berulang ke pusat layanan visa.
3. Meningkatkan kenyamanan dalam proses pengajuan.

Prosedur Pengajuan:

1. Pemohon mengajukan permohonan penyimpanan sementara paspor dan menyelesaikan pembayaran.
2. Pusat Layanan Permohonan Visa memverifikasi data paspor dan menyelesaikan proses pencatatan penyimpanan sementara.
3. Petugas terus memantau status peninjauan daring.

4. Setelah peninjauan daring selesai dan memenuhi persyaratan penerimaan, permohonan akan diprioritaskan untuk diproses.
5. Sistem membuat catatan penerimaan dan permohonan memasuki proses standar.
6. Pemohon menyelesaikan prosedur selanjutnya, termasuk pengambilan dokumen, sesuai pemberitahuan.

Biaya: Penyimpanan sementara paspor pada hari kerja: Rp398.000/paspor; Layanan Perpanjangan Waktu Pemrosesan: Rp398.000/paspor

III. Layanan Visa Premium pada Hari Libur (Akhir Pekan dan Hari Libur Nasional)

Pemohon yang Berlaku: Berlaku bagi pemohon yang tidak dapat mengunjungi Pusat Layanan Permohonan Visa pada hari kerja atau memiliki kebutuhan penjadwalan khusus.

Ruang Lingkup Layanan:

1. Menyediakan layanan berdasarkan janji temu pada akhir pekan dan hari libur nasional.
2. Menyediakan pendampingan secara personal oleh petugas selama proses pengajuan.
3. Meliputi pemrosesan permohonan, pembayaran, peninjauan daring (tahap Visa Center), serta layanan pengambilan dokumen.
4. Menyediakan pilihan layanan yang fleksibel bagi pelaku perjalanan bisnis, pemohon dengan kebutuhan perjalanan mendesak, maupun pemohon dengan kebutuhan penjadwalan khusus.
5. Menyediakan fasilitas tambahan seperti air minum dan makanan ringan.

Keunggulan Layanan:

1. Janji temu tersedia pada akhir pekan dan hari libur nasional.
2. Jadwal layanan lebih fleksibel.
3. Memenuhi kebutuhan layanan yang lebih personal.
4. Memberikan pengalaman layanan yang lebih nyaman.

Persyaratan Janji Temu: Harap membuat janji temu paling lambat setengah hari kerja sebelumnya.

Prosedur Pengajuan:

1. Pemohon mengajukan permintaan janji temu dan menyelesaikan pembayaran kepada Pusat Layanan Permohonan Visa terlebih dahulu.
2. Pusat Layanan Permohonan Visa mengonfirmasi jadwal janji temu dan pengaturan layanan.
3. Pemohon datang ke Pusat Layanan Permohonan Visa sesuai waktu yang telah ditentukan.
4. Petugas membantu verifikasi dokumen dan proses pengajuan.

5. Menyelesaikan prosedur penerimaan permohonan yang diperlukan.
6. Permohonan memasuki proses standar.
7. Paspur diambil sesuai pemberitahuan selanjutnya.

Biaya: Rp1.594.000/permohonan

IV. Layanan Pemberitahuan Perkembangan Permohonan Visa (Pemantauan Status Permohonan secara Real-Time)

Pemohon yang Berlaku: Berlaku bagi pemohon yang ingin memperoleh informasi perkembangan permohonan visa secara tepat waktu.

Ruang Lingkup Layanan:

1. Mengirimkan pemberitahuan mengenai hasil visa dan pengambilan paspor melalui WhatsApp.
2. Menyediakan pembaruan status secara otomatis untuk meningkatkan transparansi proses permohonan.
3. Membantu pemohon merencanakan jadwal perjalanan dan pengambilan dokumen secara lebih efektif.
4. Mengurangi kebutuhan untuk melakukan pengecekan status secara manual serta meningkatkan efisiensi komunikasi.

Keunggulan Layanan:

1. Memantau perkembangan permohonan secara real-time.
2. Mengurangi waktu yang diperlukan untuk melakukan pengecekan status.
3. Meningkatkan transparansi proses permohonan.

Prosedur Pengajuan:

1. Pemohon memilih layanan pemberitahuan pada saat mengajukan permohonan visa.
2. Mendaftarkan dan mengonfirmasi nomor telepon seluler yang akan digunakan untuk menerima pemberitahuan.
3. Pusat Layanan Permohonan Visa secara otomatis mengirimkan pemberitahuan pada setiap tahapan penting proses permohonan.
4. Pemohon menerima pembaruan status melalui WhatsApp.
5. Setelah proses selesai, pemohon menerima pemberitahuan hasil akhir dan layanan berakhir.

Biaya: Rp11.000/permohonan

Catatan Penting:

1. Seluruh layanan nilai tambah di atas bersifat opsional. Pemohon dapat memilih satu atau beberapa layanan sesuai dengan kebutuhan.
2. Layanan di atas bertujuan untuk mengoptimalkan proses permohonan visa dan meningkatkan kenyamanan. Beberapa layanan nilai tambah dapat membantu mengurangi waktu tunggu akibat penjadwalan pengajuan maupun hari libur sehingga meningkatkan efisiensi proses permohonan, namun tidak memengaruhi standar pemrosesan, waktu pemrosesan, maupun keputusan pemberian visa oleh Konsulat Jenderal Republik Rakyat Tiongkok di Surabaya.
3. Biaya di atas hanya mencakup layanan nilai tambah dan tidak termasuk biaya visa, biaya layanan permohonan visa, maupun biaya lain yang berlaku. Besaran biaya dapat disesuaikan sewaktu-waktu mengikuti fluktuasi nilai tukar.
4. Seluruh layanan nilai tambah di atas tersedia bagi pemohon perorangan maupun agen.
5. Jenis layanan nilai tambah yang tersedia dapat berbeda di setiap Pusat Layanan Permohonan Visa Tiongkok. Silakan mengacu pada informasi terbaru yang diterbitkan oleh Pusat Layanan Permohonan Visa setempat untuk rincian layanan.

Terima kasih atas pengertian dan dukungan Anda kepada Pusat Layanan Permohonan Visa Tiongkok Surabaya. Kami akan terus mengoptimalkan proses layanan dan meningkatkan kualitas pelayanan untuk memberikan pengalaman pengajuan visa yang lebih baik, lebih nyaman, dan lebih efisien.

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Chinese Visa Application Service Center Surabaya

New Value-Added Services Guide

To further enhance visa application services and meet applicants' diverse and personalized needs, the Chinese Visa Application Service Center Surabaya will introduce several new value-added services effective **3rd August 2026**.

To help applicants better understand and make use of these services, the eligible applicants, scope of services, application procedures, and service fees for each value-added service are described below.

I. Postal Visa Application Service (Complete Visa Application Process Without Visiting the Visa Center)

Eligible Applicants

This service is available to applicants who wish to apply for a visa by mail without visiting the Chinese Visa Application Service Center in person.

Scope of Services

1. Accepts visa application documents by mail, allowing the entire application process to be completed without an in-person visit.
2. Provides document receipt, preliminary document review, notification if additional documents are required, and application guidance.
3. Provides passport and visa return delivery services via courier, including two-way courier service.
4. Provides complimentary real-time visa application status notifications, allowing applicants to monitor the progress of their applications.

Service Advantages

1. The entire application process is completed remotely.
2. No visit to the Chinese Visa Application Service Center is required during the application process.
3. Saves applicants time and transportation costs.
4. Provides timely updates on the progress of the visa application.

Application Procedure

1. Applicants should first contact the Chinese Visa Application Service Center by telephone or email to confirm their eligibility for this service and sign the required declaration. Once eligibility has been confirmed, applicants should send their passport and application documents to the Visa Center by courier. (The shipping cost to the Visa Center shall be borne by the applicant.)
2. The Chinese Visa Application Service Center receives the application documents and conducts a preliminary review.
3. Staff members will contact the applicant to confirm the documents and complete the payment process.
4. The application will then be processed according to the standard application procedure.
5. Once visa processing has been completed, the Chinese Visa Application Service Center will notify the applicant of the result via WhatsApp or email.
6. The passport will be delivered to the address designated by the applicant. (The return courier fee is payable upon delivery.)

Service Fee

IDR 398,000 per passport

II. Temporary Passport Safekeeping & Working-Day Processing Extension Service (Avoiding Multiple Visits)

Eligible Applicants

This service is available to applicants who have visited the Chinese Visa Application Service Center but are unable to submit their applications immediately because their online review is still in progress, or whose online review is completed after the Center's normal business hours, preventing them from submitting their applications on the same day.

Scope of Services

1. Provides temporary passport safekeeping during working days for eligible applicants.
2. Coordinates the online review process with the in-person application process, with dedicated staff monitoring the progress of the online review.
3. Gives priority processing once the online review has been approved, reducing waiting time caused by processing schedule differences.
4. Reduces on-site waiting time and eliminates the need for repeated visits to the Visa Center, thereby improving efficiency and convenience.

Service Advantages

1. Reduces waiting time at the Visa Center.
2. Eliminates the need for multiple visits to the Visa Center.
3. Improves the overall convenience of the application process.

Application Procedure

1. The applicant requests the Temporary Passport Safekeeping Service and completes the payment.
2. The Chinese Visa Application Service Center verifies the applicant's passport information and completes the temporary passport registration procedure.
3. Designated staff continuously monitor the status of the online review.
4. Once the online review is completed and the application meets the acceptance requirements, the application will be given priority for processing.
5. The system generates the application acceptance record, and the application proceeds to the standard processing procedure.
6. The applicant completes the remaining procedures, including passport collection, according to the notification provided by the Visa Center.

Service Fees

- **Temporary Passport Safekeeping (Working Days): IDR 398,000 per passport**
 - **Working-Day Processing Extension Service: IDR 398,000 per passport**
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III. Premium Visa Service on Weekends and Public Holidays

Eligible Applicants

This service is available to applicants who are unable to visit the Chinese Visa Application Service Center during regular working days or who have special scheduling requirements.

Scope of Services

1. Provides appointment-based services on weekends and public holidays.
2. Offers personalized assistance from dedicated staff throughout the application process.
3. Covers application submission, payment, online review (Visa Center stage), and document collection services.
4. Provides flexible service options for business travelers, applicants with urgent travel needs, and applicants requiring special scheduling arrangements.
5. Includes complimentary amenities such as drinking water and light refreshments.

Service Advantages

1. Appointment services are available on weekends and public holidays.
2. Offers greater flexibility in scheduling.
3. Meets applicants' personalized service needs.
4. Provides a more comfortable and convenient service experience.

Appointment Requirement

Appointments must be made **no later than half a working day in advance**.

Application Procedure

1. The applicant submits an appointment request and completes payment to the Chinese Visa Application Service Center in advance.
2. The Chinese Visa Application Service Center confirms the appointment schedule and service arrangements.
3. The applicant visits the Visa Center at the scheduled appointment time.
4. Staff assist with document verification and application submission.
5. The required application acceptance procedures are completed.
6. The application enters the standard processing procedure.
7. The passport will be collected according to the subsequent notification.

Service Fee

IDR 1,594,000 per application

IV. Visa Application Status Notification Service (Real-Time Application Status Tracking)

Eligible Applicants

This service is available to applicants who wish to receive timely updates on the progress of their visa applications.

Scope of Services

1. Sends visa decision and passport collection notifications via WhatsApp.
2. Provides automatic status updates to enhance the transparency of the visa application process.
3. Assists applicants in planning their travel schedules and document collection more effectively.
4. Reduces the need for manual status inquiries and improves communication efficiency.

Service Advantages

1. Enables real-time tracking of the visa application process.
2. Reduces the time spent checking application status.
3. Enhances the transparency of the application process.

Application Procedure

1. The applicant selects the notification service when submitting the visa application.
2. The applicant registers and confirms the mobile phone number that will be used to receive notifications.
3. The Chinese Visa Application Service Center automatically sends notifications at each key stage of the application process.
4. The applicant receives status updates via WhatsApp.
5. Once the application process is completed, the applicant receives the final notification, and the service concludes.

Service Fee

IDR 11,000 per application

Important Notes

1. **All of the above value-added services are optional.** Applicants may choose one or more services according to their individual needs.
2. These services are intended to optimize the visa application process and enhance applicants' convenience. Certain value-added services may help reduce waiting time resulting from appointment scheduling or public holidays, thereby improving the efficiency of the application process. However, **they do not affect the standard processing procedures, processing time, or the visa decision made by the Consulate General of the People's Republic of China in Surabaya.**
3. The fees listed above apply **only to the value-added services** and **do not include** visa fees, visa application service fees, or any other applicable charges. The fees are subject to adjustment at any time in accordance with exchange rate fluctuations.
4. All of the above value-added services are available to both **individual applicants** and **travel agencies/authorized agents.**
5. The types of value-added services available may vary among different Chinese Visa Application Service Centers. Please refer to the latest information published by your local Chinese Visa Application Service Center for detailed service information.

Thank you for your understanding and continued support of the **Chinese Visa Application Service Center Surabaya.**

We will continue to optimize our service procedures and improve service quality to provide applicants with a **better, more convenient, and more efficient visa application experience.**

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