

**GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA**

UNSTARRED QUESTION NO:4116
ANSWERED ON:20.04.2005
COMPLAINTS AGAINST INDIAN MISSIONS
Chauri Shri Babu Hari

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) the number and nature of complaints received against Indian Missions from the people of Indian origin during the last three years, mission-wise;
- (b) the steps taken for redressal of such complaints; and
- (c) the country-wise complaint redressal mechanism available in the Indian Missions for providing assistance to the people of Indian origin visiting / working there?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS(SHRI E. AHAMED)

(a) About 150 complaints have been received by our Missions / Posts abroad from the people of Indian origin during the last three years. Most of these complaints pertained to delay in consular services, particularly the issue of duplicate passports in lieu of lost passports.

(b) On receipt of complaints, the Mission takes up the matter with concerned authorities and follows it up till the resolution of the matter.

(c) The mechanism available for redressal of complaints in the Indian Missions / Posts for provision of assistance to the people of Indian origin visiting / working there include availability of complaint/suggestion box and/or register, 'open house' sessions, regular review of functioning of the Consular Wing by senior officers including HOM/HOP of the Mission/Post, regular contacts with Indian community through Indian Associations, display of information on consular matters at access points and through Mission's website for the convenience of the general public, maintenance of 24-hour helplines in some of our Missions in the Gulf, visit of consular teams to distant areas, conduct of community welfare committee meetings, etc. Country-wise details may be seen in the enclosed Annexure.

ANNEXURE

Replies received from Indian Missions and Posts abroad in respect of Lok Sabha provisional starred Question No. 4116 for answer on 20.04.2005, regarding 'complaints against Indian Missions'

S.No. Mission / Post (a) (b) (c)

1. Ankara NIL NOT APPLICABLE A Complaint Register is being maintained to register the complaints of PIOs which is checked by senior officers including HOM.
2. Abu Dhabi NIL NOT APPLICABLE Functioning of Consular Wing of the Embassy is kept constantly under review. An 'Open House' session is held every month. Constructive suggestions / proposals are taken on board. PIOs & NRIs have expressed appreciation of the Embassy's services.
3. Accra NIL NOT APPLICABLE If a complaint is received in future, it will be dealt with at the highest level. A complaint box has been installed in the

Reception area of Chancery where
PIOs and NRIs can give their
complaints.

4. Addis Ababa NIL NOT APPLICABLE Complaints are looked into promptly at appropriate levels, including Ambassador.
5. Almaty 2; Both complaints While one complainant All consular assistance is given related to normal did not specify what to Indians. A complaint / consular matters. assistance he needed, suggestion box has been installed the second complainant in the Embassy. Complaints can was given the required also be sent on Mission's website. assistance.
6. Antananarivo NIL NOT APPLICABLE Contact telephone numbers of the Consular Office have been displayed at the entrance for use by the general public who may require any assistance.
7. Baghdad NIL NIL NIL
8. Bangkok NIL NIL NIL
9. Beijing A few complaints of - All complaints are examined by routine nature are the Mission and addressed to the received from time satisfaction of the complainant. to time.
10. Beirut NIL. However, some Matter is taken up Regular contacts with Indian complaints from Indians with local Foreign community maintained through regarding non-payment office for redressal their Associations. Necessary of wages, etc. have of grievances. assistance is given as required. been received.
11. Belgrade NIL NIL NIL
12. Berlin Stray cases of Services provided by All complaints are immediately complaints received; the Mission has been attended to and remedial action mostly pertained to increased taken. delay in issue of passports.
13. Berne NIL NIL NIL
14. Birgunj NIL NIL NIL
15. Bishkek NIL NOT APPLICABLE Required assistance is given on a case-by-case basis
16. Bogota NIL NOT APPLICABLE All possible help is given to persons of Indian origin. Names and telephone numbers of HOM and head of the Consular Section are posted on Mission's website and also displayed in the Visitors` Hall
17. Brasilia NIL NOT APPLICABLE Redressal of complaints, if any, is handled by senior officers under the guidance of HOM.

18. Brunei NIL Does not arise HOM regularly interacts with the local Indian community. All officers are easily accessible. A complaint box has been installed at the reception.
19. Brussels NIL NOT APPLICABLE All grievances of PIOs are attended to at a senior level, including at the level of HOM
20. Bucharest NIL NOT APPLICABLE All complaints are attended to by the First Secretary / HOC. Ambassador is kept informed and his instructions taken, if required.
21. Budapest NIL NOT APPLICABLE Complainant can approach the concerned officer. Appointments with HOM are readily granted.
22. Buenos Aires NIL NOT APPLICABLE A mechanism to attend the complaints is in place.
23. Cairo NIL NIL NIL
24. Canberra Very few complaints Complaints were All complaints are redressed by pertaining to delay redressed. the First Secretary under the in passports & visas overall direction of HOM. received.
25. Caracas NIL NIL NIL
26. Chicago No major complaint, Matter was resolved A complaint box has been installed except one in which to the satisfaction which is opened regularly. All one US national of of the complainant. complaints are promptly attended Indian origin objected Basic amenities and to. A senior officer has been to the practice of normal facilities designated to as Consul (Community selective entry to like photocopying Affairs) for redressal of such Consular Hall. etc provided in the grievances and implementation Consular Hall of proposals.
27. Colombo NIL NOT APPLICABLE Senior Officers of Mission are in touch with PIOs and immediate action is taken for redressal of their problems, if any.
28. Copenhagen NIL (Indian community NOT APPLICABLE Full assistance is provided to very small; most of persons of Indian origin. them have acquired Matter is brought directly to Danish nationality) the notice of HOM.
29. Dakar NIL Does not Arise NRIs/PIOs can approach the concerned officers in the Mission, including Ambassador.
30. Dar-es-Salaam NIL NIL NIL

31. Dhaka NIL Does not arise A senior officer designated to look into complaints; a complaint box available in Mission; an Indian Association formed under the auspices of the Mission.
32. Doha NIL NOT APPLICABLE NOT APPLICABLE
33. Dubai 8; complaints related Mission has been able Consular teams visit all Emirates mostly to long time to cut down on time on holidays to provide consular taken in rendering taken to render the services to NRIs/PIOs, A 24-hour the services services within the helpline installed in the Consulate. existing staff Indian community welfare committee strength. Mission meetings held every month. An has projected `Open House` is held every month; requirement of 10 A suggestion box installed. local clerks; Complaints / suggestions are monitored by HOP himself
34. Dublin NIL NIL A complaint box has been installed in the Consular Section which is checked on daily basis and suggestions / complaints taken into account.
35. Durban NIL NOT APPLICABLE Consul General and Consular Officer are always available to redress grievances, if any.
36. Dushanbe NIL NOT APPLICABLE Indians can address their complaints to the HOM / Consular officer who interact with Tajik authorities to resolve the matter.
37. Edinburgh NIL NOT APPLICABLE All complaints are attended to as per Ministry's instructions
38. Frankfurt Six complaints relating Complaints were A complaint box at the entrance to consular services attended to the of Consulate has been installed. received satisfaction of the All complaints are brought to complainants the notice of HOP and attended to by the concerned officers.
39. Gaborone NIL NIL NIL
40. Geneva NIL NIL NIL
41. Georgetown NIL NIL NIL
42. Hamburg No serious complaint NOT APPLICABLE Consulate tries to redress the received complaints on the spot through a direct approach.
43. Hanoi NIL NOT APPLICABLE Consular Section headed by First Secretary fully geared to assist the PIOs and redress their grievances, if any.
44. Harare NIL NOT APPLICABLE All complaints are attended to by senior officers, including the Ambassador.
45. Havana NIL NOT APPLICABLE All possible assistance is being given to visiting Indians / PIOs

46. Ho Chi Minh City NIL NOT APPLICABLE Consular Officer can be approached at any time during office hours and even on weekends by Indian nationals.
47. Hong Kong A few verbal complaints - Complaints are promptly attended. about delay in issue of passports
48. Houston One complaint in 2001 A team from Embassy of A complaint box has been placed was received alleging India, Washington in the Consular Hall. Any request improper practices in looked into the for consular assistance is met the issue of visas allegation but no expeditiously. Besides, the evidence was found Consul General is always available to meet the Persons of Indian Origin in case of need.
49. Islamabad NIL NOT APPLICABLE Services are rendered promptly as and when any PIO approaches the Mission.
50. Istanbul NIL Does not arise Complainant is given a hearing at appropriate level and matter sorted out without prejudice to Government interest.
51. Jalalabad NIL NIL NIL
52. Johannesburg NIL NIL NIL
53. Kampala NIL NIL NIL
54. Kandy NIL NOT APPLICABLE Concerned officers of the Mission including HOP attend to the problems of PIOs
55. Kathmandu One complaint Matter has been taken The consular Division of the Mission pertaining to failure up with the Government deals with all such complaints and of E/I Kathmandu to of Nepal. Several takes them up with concerned author-arrange compensation reminders have also ities of the Government of Nepal. to Shahnaz Hussain been sent beauty saloon for loss suffered in the riots in 2004
56. Khartoum NIL - Complaints are looked into by high officers and brought to the notice of HOM. Matter is resolved with the help of local Foreign Office and Labour Office.
57. Kuwait NIL NIL NIL
58. Kyiv NIL NOT APPLICABLE First Secretary (Consular) is the designated officer to look into complaints and their redressal.
59. Lima NIL NOT APPLICABLE All complaints from PIOs are looked into personally by HOC and put up to HOM for his consideration.
60. Lisbon NIL NOT APPLICABLE A complaint box has been installed. A notice has also been put up informing the public that senior officers can be approached for redressal of their grievances.
61. Luanda NIL NIL NIL

62. Lusaka NIL NOT APPLICABLE High Commissioner and other senior officers regularly meet the members of Indian community and their grievances are resolved immediately.
63. Madrid Occasion verbal - All complaints are looked into, complaints about verified and appropriate action taken. non-issue of duplicate passports
64. Male NIL NIL A suggestion box installed; an officer designated to look into complaints; all officers in charge of various sections instructed to help resolve the problems of Indian nationals.
65. Mahe NIL NIL NIL
66. Mandalay NIL Does not arise Grievances to be decided on case-by-case basis.
67. Manila One case of PIO Mission recommended Grievances of NRIs/PIOs are relating to placing removal of his name attended to promptly. FS (Consular) him on Negative from Negative List meets the Indian community regularly. List of MHA which was accepted Ambassador also meets the NRIs/PIOs by the MHA to listen to their grievances.
68. Maputo NIL NIL Officers at various levels are accessible to PIOs for any assistance
69. Mazar-e-Sharif NIL Does not arise Assistance to be provided in consultation with E/I Kabul or MEA
70. Medan NIL Does not arise All grievances of PIOs are attended to immediately.
71. Milan NIL NIL Staff at the Consular counter tries to resolve the problem. Serious problems are brought to the notice of Consul General. A complaint box is maintained
72. Minsk NIL NIL NIL
73. Mombasa NIL NOT APPLICABLE NOT APPLICABLE
74. Moscow One complaint received Any grievance is Concerned wings of the Indian which on enquiry was attended to at once Embassy provide immediate care found baseless. and remedial action and attention to NRIs/PIOs. taken. Ambassador & DCM are regularly informed
75. Munich NIL NOT APPLICABLE Consulate follows an `Open door` policy and PIOs are free to address their complaints at the highest level.
76. Muscat NIL NOT APPLICABLE Consular wing and Community Welfare Wing provide assistance to Indian citizens and Persons of Indian origin.

77. Nairobi 6 (approx); most of - Necessary action is taken to the complaints relate resolve the matter. A complaint to delay in grant of box has also been installed which visa or issue of is opened every day and complaints documents attended to immediately.
78. New York 24. Most of the cases - A register and a separate file related to delay in for each case is maintained for renewal of passports of all serious complaints. Regular Indians belonging to brainstorming sessions are held J&K; issue of new in the Consular wing with a view passports in lieu of to devise means to improve the lost passports services. Visa camps are organized within the territorial jurisdiction of the Consulate.
79. Osaka-Kobe NIL Does not arise PIOs can approach the Vice Consular or Consul General directly for redressal of their grievances.
80. Oslo NIL NIL NIL
81. Ottawa 15 complaints every Matter is pursued All complaints of Indians are year; most of them regularly with the attended by a senior officer of relate to delay in concerned State Gove- the Mission and if that does issue of passports rnmment authorities not help, the matter is brought and police clearance directly to the notice of HOM certificates
82. Panama NIL NOT APPLICABLE HOM and officials of the Mission are accessible to all PIOs and meetings are granted wherever requiested.
83. Paramaribo NIL Does not arise A senior officer of the Mission attends to the problems of PIOs.
84. Phnom Penh NIL NOT APPLICABLE The aggrieved person can approach the officers of the Mission.
85. Port of Spain NIL NIL NIL
6. Prague NIL Does not arise All grievances are attended promptly. The aggrieved person can also meet senior officers. Advice by e-mail or telephone also given
87. Pretoria NIL NOT APPLICABLE Consular Officers are available to Indian community for redressal of their grievances, including assistance to PIOs.
88. Pyongyang NIL NIL NIL
89. Riyadh & Jeddah NIL NOT APPLICABLE (1) All grievances of Indians are looked into by concerned officers. They can meet them without prior appointment.
(2) All such grievances are taken up with local authorities.
(3) Consular services are provided to 700-800 visitors daily. Normal

passport services given the same day.
(4) Consular tours to various parts of Saudi Arabia undertaken regularly to render on-the-spot consular services
(5) Indian Workers Welfare Fund established to provide relief and assistance to needy Indian workers and their families.
(6) visits to jails and labour camps undertaken regularly
(7) A 24-hour helpline installed in the Embassy to assist and advise Indians.
(8) An Open House session is held every 2nd Thursday of the month
(9) Officers of the Mission and Post meet Indians without prior appointment

90. Sana`a NIL - PIOs can freely approach the Embassy for redressal of their grievances. Senior officers including HOM can be approached freely. Periodical meetings are also held at the chancery to redress the grievances of PIOs
91. Shanghai NIL - Complaints to be looked into by the HOP for necessary action.
92. Singapore 75 complaints received. - Immediate action is taken on Most of them related to all complaints. Facilities at lack of facilities at the Mission have been improved. the Mission and long Proposal for enhancement of time taken in processing manpower and computerization of of services the Consular Wing are under consideration.
93. Sofia Nil - Any complaint from PIO sent to CPV Division of the MEA for action
94. Stockholm NIL NOT APPLICABLE Prompt action is taken and every possible assistance given whenever any PIO approaches the Mission.
95. St. Petersburg NIL NOT APPLICABLE PIOs can meet the Consul and the Consul General without any appointment.
96. Suva NIL NIL NIL
97. Tashkent NIL NIL Consular Officer is responsible for providing assistance to PIOs
98. Tehran NIL NIL A complaint box is maintained. Complaints / suggestions promptly looked into. Regular contact with Indian community maintained.
99. The Hague Only one complaint of Embassy staff is All grievances are looked at impolite behaviour regularly advised to appropriate levels, including received be polite with public. HOM. Any written suggestion is Situation is duly considered. constantly monitored
100. Thimphu NIL NOT APPLICABLE Any PIO can approach the Mission

for assistance.

101. Toronto 13. Most of the Consular staff has The officers dealing with consular complaints were of been instructed to matters are accessible to the trivial nature, e.g. remain polite; public to assist them for redressal behaviour of staff, preference given to of their grievances. delay in services, ladies and senior preference to senior citizens; directions citizens and ladies have been displayed etc. prominently
102. Tripoli NIL Prompt action is taken Complaint is brought to the on all complaints notice of HOM who then gives appropriate directions for its disposal in the shortest time.
103. Tunis NIL NIL NIL
104. Ulaanbaatar NIL NOT APPLICABLE Consular complaints are attended by senior officers of the Mission under the guidance of HOM
105. Vancouver No written complaints; - Mission has a facilitation counter only some verbal to listen to the grievances of PIOs. complaints have been First Secretary and Consul General received can also be approached. Interactive radio / TV talk shows are conducted to clarify matters pertaining to Indian community.
106. Vientiane NIL - A complaint box has been installed in the Consular Section which is checked regularly.
107. Vladivostok NIL Not applicable A committee of two persons consisting of Consul General and Vice Consul has been constituted to redress the grievances of PIOs
108. Wellington Some complaints Additional Complaints redressal mechanism received in end 2004; contingency-paid operates at the level of Attache most of them related staff hired. (Consular), Counsellor and finally to delay in issue of at the level of High Commissioner. passports, police clearance certificates
109. Windhoek NIL Does not arise All possible assistance is given expeditiously to all NRIs and PIOs. All diplomatic officers are easily accessible to the NRIs / PIOs.
110. Yangon NIL - A complaint register is being maintained which is regularly supervised by the HOC.
111. Yerevan NIL NIL NIL
112. Zagreb NIL NOT APPLICABLE HOM personally looks into the complaints of PIOs