

**GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA**

UNSTARRED QUESTION NO:4590
ANSWERED ON:07.09.2012
OUTSOURCING OF VISA
Singh Shri Mahabali

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) whether exorbitant rates as service charges for providing outsourcing services to various Indian Missions for passport and visa applications are being charged by a foreign based company which is adversely affecting arrival of tourists in India;
- (b) if so, the details thereof and the reasons therefor;
- (c) whether the said company has reduced the service charges substantially in several other countries during re-tendering process for the same mission after completion of earlier contract; and
- (d) if so, the details thereof and the corrective measures taken or proposed by the Government in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS (SHRIMATI PRENEET KAUR)

(a)&(b) No. The service charges quoted by bidding companies are decided by local conditions in a competitive open tender process. The quantum of such service charges does not affect the arrival of tourists in India.

(c)&(d) According to present norms, only Indian/Indian origin companies with or without a local partner of Indian or foreign origin are eligible to take part in the tender process. The outsourcing agencies are selected through an open tender process as per comprehensive guidelines of the Ministry of External Affairs which are in turn based on Central Vigilance Commission (CVC) guidelines and General Financial Rules (GFR).

Such measures eliminate the possibility of any individual company quoting exorbitant rates and winning the contract.