

**GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA**

UNSTARRED QUESTION NO:3349
ANSWERED ON:12.02.2014
OUTSOURCING OF VISA OPERATIONS
Bishnoi Shri Kuldeep

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) whether the Indian High Commission in London had outsourced visa operations to a private company;
- (b) if so, the details thereof;
- (c) whether there have been complaints about the agency overcharging for their services; and
- (d) if so, the details thereof and the corrective steps taken by the Government in this regard?

Answer

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

- (a) Yes.
- (b) Visa services have been outsourced by the High Commission of India, London to VFS(UK) Global.
- (c) No.
- (d) Does not arise.