

**GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA**

UNSTARRED QUESTION NO:3311
ANSWERED ON:09.12.2009
OUTSOURCING OF WORK
Raghavan Shri M. K.

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) whether the Indian consulate in Dubai has outsourced its work;
- (b) if so, the details thereof;
- (c) whether the company to whom the work has been outsourced is charging for its services exorbitantly;
- (d) if so, the details thereof and the reasons therefor; and
- (e) if not, the action taken/being taken by the Government in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS (DR. SHRI SHASHI THAROOR)

- (a) & (b) Embassy of India, Abu Dhabi, with the prior approval of the Government of India, has entered into a contract with Empost, a UAE Federal Government organization, for provision of the passport and visa services effective April 6, 2008 in Abu Dhabi and Dubai.
- (c) & (d) As per the Agreement with Empost, applicants are required to pay a nominal service charge of Dirhams 12 only, equivalent to Rs. 150/-, for passport services. The charges are not exorbitant considering the cost of services and wage level in the UAE.
- (e) Does not arise.