

**GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA**

UNSTARRED QUESTION NO:2371
ANSWERED ON:11.03.2015
LOSS OF PASSPORTS
Sawant Shri Arvind Ganpat

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) whether the Government has received any complaints regarding the loss of passports and documents while applying for Indian visas in the USA during the last three years;
- (b) if so, the details in this regard including the name(s) of the agencies found involved therein; and
- (c) the details of action taken/proposed to be taken against such agencies so far?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS [GEN. (DR) V. K. SINGH (RETD)]

- (a) Yes, there have been some reports.
- (b) These reports pertain to passports lost by M/s BLS International Ltd. (BLS) and M/s Cox & Kings Global Services Private Ltd. (CKGS), who were service providers for visa services for the period 1 July 2013 to 20 May 2014 and for the period 21 May 2014 till date respectively. Details of such lost passports may be seen in Annexure-I attached.
- (c) Penalties were imposed by the concerned Mission/Post as per the contract and the amount was recovered from the agencies involved. In the case of BLS, the penalties are yet to be recovered, as the matter is subjudice. The service provider was also required to compensate and assist the individual in obtaining duplicate passport(s). The details of penalties imposed may be seen in Annexure-I.