

**GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA**

UNSTARRED QUESTION NO:271
ANSWERED ON:22.07.2015
Charges against Officials
Owaisi Shri Asaduddin

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) the number of diplomats, low ranking and officers or locally hired staff, under scanner for various charges including that of corruption;
- (b) the details thereof, rank-wise and mission-wise;
- (c) the number of diplomats called back/suspended/charge sheeted/sent on leave against whom various charges have been proved; and
- (d) the steps taken or being taken by the Government to ensure that diplomats in various missions abroad follow code of conduct?

Answer

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

(a) to (c) In the last three years, 41 complaints have been received against officials in our Missions/Posts abroad. These complaints relate to poor condition of the visitors' waiting areas, harassment of applicants by requesting uncalled-for documents, non-availability of exact amount as charge to pay passport/visa fees, refusal to attest documents, rude behaviour by reception/security/consular staff, delays in processing of passport/visa applications, fraudulent issue of passports, unfair termination of services of local staff, financial irregularities, service staff related problems and sexual harassment. 23 India-based officials and 25 locally recruited staff were named in these 41 complaints. Our Missions and Posts have taken action in each case against the erring officials, as per the rules applicable. In four cases, officials were recalled to headquarters from their postings.

These complaints were against specified individual officials in Missions and Posts. In addition, complaints and grievances received on consular matters such as delay in passport and visa delivery, queries pertaining to transportation of mortal remains, services of Outsourced Service Providers, etc. are dealt with promptly whenever received.

(d) Our diplomats in various Missions/Posts abroad are bound by the provisions of the Central Civil Services (Conduct) Rules, 1964.
