

**GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA**

UNSTARRED QUESTION NO:1466
ANSWERED ON:29.07.2015
Visa Processing Service
Sampath Shri Anirudhan

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) whether the visa processing services are outsourced;
- (b) if so, the details thereof; and
- (c) the reasons therefor?

Answer

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

(a) Yes.

(b) Presently, Consular, Passport and Visa Services (CPV services) have been outsourced in 67 Indian Missions/Posts abroad as per list annexed. Ministry follows a two stage tender process, namely the Technical Bid stage and the Financial Bid stage, based on General Financial Rules (GFR) and Central Vigilance Commission (CVC) guidelines. Companies which qualify in the Technical Bid stage are considered for the Financial Bid Stage. The responsive bids are ranked as per the service fee quoted and the Contract is awarded to the lowest evaluated bidder.

(c) The CPV services are outsourced to enable better handling of the large number of applicants seeking consular services at our Missions/Posts and also to efficiently allocate peripheral work such as collection of fees, initial scrutiny of applications, delivery and dispatch of documents and enrolment of biometric data, given the limited space and manpower resources in our Missions/Posts. Outsourcing also helps enhance the security environment in the premises of the Mission/Post and enable key officials to focus on core work related to policy and decision-making in visa/passport applications.
