

**GOVERNMENT OF INDIA  
EXTERNAL AFFAIRS  
LOK SABHA**

UNSTARRED QUESTION NO:3737

ANSWERED ON:12.08.2015

Complaints against Officials of Indian Missions

Chaudhary Shri C.R.;Girri Shri Maheish;Hari Shri G.;Maragatham Smt. K.;Misra Shri Ajay (Teni);Patole Shri Nanabhau  
Falgunrao;Rao (Avnithi) Shri Muthamsetti Srinivasa;Saraswati Shri Sumedhanand;Vichare Shri Rajan Baburao

**Will the Minister of EXTERNAL AFFAIRS be pleased to state:**

- (a) the mission-wise details of complaints received against staff of Indian missions spread across 17 countries against whom complaints of different nature have been received by the Government;
- (b) whether all complaints have been scrutinized and are being dealt with as per laid down procedures, complaint-wise;
- (c) if so, the details thereof; and
- (d) the actions taken by the Government in this regard?

**Answer**

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

(a) to (d) 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 change 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.

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