

**GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA**

UNSTARRED QUESTION NO:1646
ANSWERED ON:03.12.2014
OUTSOURCING DIPLOMATIC SERVICES
Jayadevan Shri C. N.

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

- (a) whether the Government has been selecting agencies for outsourcing diplomatic services on the basis of Quality and Cost Based Selection(QCBS) principle;
- (b) if so, the details and reasons therefor;
- (c) the details of difference between the QCBS principle and L1 principle adopted by India;
- (d) whether major economies follow the QCBS principle while outsourcing specialized services like visa processing and if so, whether the Government proposes to adopt this principle in view of the various complaints faced by the visa applicants; and
- (e) if so, the details in this regard along with the time by which the same is likely to be done?

Answer

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

- (a) to (c) Government is selecting service providers for outsourcing of visa/passport/ consular related services in Indian Missions/Posts abroad based on the provisions of General Financial Rules, 2005. A two-bid process is followed, in which the financial bids of those who qualify the technical bid are opened and the lowest bidder is awarded the contract.
- (d) & (e) While different countries adopt different principles while outsourcing specialized services, Government follows the provisions of the General Financial Rules, 2005 in selecting service providers for outsourcing of visa/passport/ consular related services in Indian Missions/Posts abroad.